



## Solution at a Glance

Architect and Implement a patch management solution which ensures servers and desktops are up to date and protected.

## Technology Deployed

- PatchLink Update Service on UNIX, Windows and Novell



*Data Storage and  
Business Continuity*

*Security*

*Horizon, Managed IT Services*

*IP Communications*

*Network Infrastructures*

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## Company

Canada's largest and most distinguished University, it has consistently ranked as Canada's top research-intensive University. Committed to being an internationally significant research leader, this very well respected establishment offers teaching programs in multiple academic divisions with different programs of excellent quality. With more than 67 000 students, the University has one of the top 4 research libraries in North America.

## Challenge

The University campus consisted of a wide variety of operating systems across their server and desktops, in a distributed environment that stretched the campus. Access to desktops from students introduced security concerns and made efforts to maintain systems difficult. Management and distribution of patches for over 4000 systems was a daunting administrative task, and a full time job. Auditability of what had or had not been applied and what vulnerabilities might exist was simply beyond the abilities of the current solution.

## Solution

ESI proposed Patchlink Update Service to address the challenges identified by the University. The solution enables management of servers and desktops of a variety of operating systems through group and policy based rules. Patches are categorized by criticality and distributed to systems on a scheduled basis. Vulnerabilities to systems without required patches installed (or where changes have occurred by users) are reported and corrected automatically.

As an additional feature, inventory inspection and management of all systems provided a view into the infrastructure from a centralized console, with roll-up reporting capabilities.

ESI implemented the solution as a pilot project on a subset of servers and desktops and provided knowledge transfer to the administration staff through this phase.

Documentation of the solution and the process for roll-out to the remainder of the clients was provided.

## Result

The solution enabled the University to gain a view into their infrastructure, inventory, hardware and software deployed and manage distribution of validation of patches.

This ensured that critical patches were delivered to all systems as quickly as possible, and that systems met with the appropriate baseline patch set identified by the policy for each group.

Administration was dramatically simplified, while auditability and control were achieved. Also, the risk of down time and the cost of management were significantly reduced.

## About ESI Technologies

ESI Technologies is a leading mission critical infrastructure integrator and software solutions developer in Canada. ESI specializes in the development, integration and support of quality solutions that ensure the availability, security, management and performance of critical data, applications and networks. As well, ESI develops software solutions tailored to our client's specific business needs and offers integrated business management solutions such as Action, Microsoft Business Solutions and Oracle. ESI Technologies is headquartered in Montreal, with offices in Toronto and Quebec City.