

SINGAPORE PRESS HOLDINGS 24 X 7 SECURITY AND PATCH MANAGEMENT



CASE STUDY

AT A GLANCE

Customer

Singapore Press Holdings (SPH), Singapore, <http://www.sph.com.sg>

Vertical Industry

Media/Publishing

Challenges

- Bring more visibility and accuracy to software update and patch processes
- Manage and secure heterogeneous systems (Macintosh and Windows) over a distributed network
- Gain more control over hardware and software configuration and identify patch compliance status

Solution

Thanks to BigFix's high-performance systems and security management, Singapore's top media company maintains its IT infrastructure at the speed of breaking news.

Results

- Achieved rapid time-to-value, implementing a complete solution in four months
- Derived "end-user friendly" control over roaming Macintosh and Windows laptops
- Met all corporate goals for accurate inventory and real-time patch status reporting improvements



CUSTOMER

Singapore Press Holdings (SPH) is a publishing powerhouse whose influence spreads far beyond the island city-state—with a media reach of millions of people on a daily basis. With distribution throughout East Asia, SPH publishes 14 newspapers in four languages and produces over 100 magazine titles. Other media ventures include radio stations, television broadcasting, commercial real estate, Internet publications, and a growing array of big screen news and information displays across Singapore.



“With BigFix, we can do things we never could before.”

Daniel Ong, Senior VP of Technology Development
Singapore Press Holdings

CHALLENGES

As with any publishing enterprise, the rapid pace of business never stops, with journalists, printing plants and distribution channels working around the clock. Although most editorial staff are concentrated in Singapore, many correspondents located around the world need reliable access to SPH resources. This makes SPH a true 24 x 7 enterprise, requiring that patching, software updates, real-time PC inventory and patching status reporting be performed without any disruption to existing business and newspaper operations—and with minimal impact to the wide area network (WAN).

SOLUTION OVERVIEW

BigFix's System Lifecycle Management solution helps SPH remotely manage the 5,000 servers, desktops and laptops that comprise the distributed environment—and ensure 24x7 operations. The flexibility offered through BigFix's “opt-in” or “offers” feature allows end users to choose when to schedule automated software updates and patches, ensuring that critical business operations remain unaffected. Patch status updates are provided in real-time—over bandwidth-constrained links—without impacting network performance, thanks to BigFix's native bandwidth control capabilities.

As Lai Lih Wong, SPH Vice President of Technical Support, explains, “The vast majority of companies can completely automate the update process. They can schedule maintenance during non-working hours, and stop machines to install updates, software and patches. We can't do that, and end users notice when their machines slow down if a maintenance process is going on.”

DEPLOYMENT DETAILS

For the 250 Windows servers, SPH takes advantage of the BigFix “offers” feature that enables system administrators to install updates and patches when the business operations allow for a scheduled maintenance window. “This process works very well with our system administrators, as the BigFix system helps them to keep track of the relevant updates and patches applicable to the infrastructure they are responsible for,” Wong says.

SPH has also used custom BigFix “Fixlet” messages and policies to capture system configuration information relevant to their specific business requirements. This degree of customization and visibility will allow SPH to solve unforeseen problems—providing the administrator more control than existed before and deliver world-class customer service to the organization.

WHY BIGFIX?

Field-proven technology paired with robust service makes for a winning combination. Lai Lih Wong, SPH Vice President of Technical Support comments, “Technically, the BigFix solution was a good fit for us, but the main deciding factor was BigFix’s strong service and support capabilities in Singapore. They have very good field engineering resources, and could refer us to a local services company who helped us implement the BigFix solution and create custom BigFix solution content.”

LOOKING AHEAD

Within just six months after implementing the BigFix solution across the company, SPH IT management expresses high levels of satisfaction with the BigFix solution. “We can do things we never could before,” comments SVP Ong. “We now have current configuration information on the company’s servers, PCs and mobile computers and have found a way to keep them compliant with current standards without interfering with the work or our end-users. And with BigFix’s service and support resources in Singapore, we’re confident that the solution will do the job for us for a long time to come.”



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Lai Lih Wong, Vice President of Technical Support
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About BigFix

Founded in 1997, BigFix®, Inc. is a leading provider of high-performance enterprise systems and security management solutions that revolutionizes the way IT organizations manage and secure their computing infrastructures. Based on a unique architecture that distributes management intelligence directly to the computing devices themselves, BigFix is radically faster, scalable, more accurate and adaptive than legacy management software. From Systems Lifecycle Management, Security & Vulnerability Management to Endpoint Protection, BigFix solutions automate the most labor intensive IT tasks across the most complex global networks saving organizations significant amounts of time, labor, and expense. Today, BigFix provides real-time visibility and control for over 8 million computing devices for 900 customers worldwide. The BigFix customer list counts many of the world's largest and most prestigious organizations in every industry including financial services, retail, education, manufacturing, and public sector agencies. More information can be found at www.bigfix.com.