

PATCH EVERYTHING, EVERYWHERE—IN MINUTES

HOW BIGFIX SIMPLIFIES THE SIX STEPS OF PATCH MANAGEMENT

BigFix automates the key steps in patch management, reducing staffing and time requirements considerably:

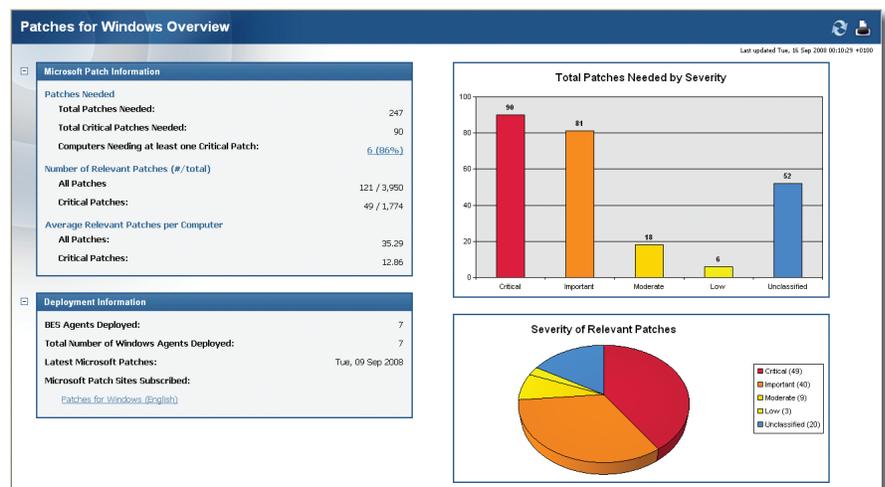
1. **Research.** BigFix subscribes to software vendors' patch bulletins to receive information about new patches directly, so customers do not need to research new patches. BigFix then publishes this information in a policy content stream that is gathered by each BigFix Server.
2. **Assess.** When new patch information is available, each BigFix Agent automatically assesses the endpoint against the patch policy definition to determine if installation of the patch is necessary on that computer and notifies the BigFix Server if the patch is needed.
3. **Remediate.** A system administrator can review, prioritize, and deploy patches from the BigFix management console.
4. **Confirm.** The BigFix Agent assesses the endpoint after patch deployment to verify that the patch has successfully applied and reports status back to the management console.
5. **Monitor.** The BigFix Agent continually monitors the endpoint to ensure that the endpoint remains updated and can reapply the patch should the endpoint fall out of compliance.
6. **Report.** BigFix's integrated web reporting capability allows end users, executives, management, and others to get updated reports in real time.

BRING UNMATCHED SCALABILITY, SPEED, AND COMPLETENESS to Patch and Update Operations

Most patch management solutions require too much time and too many resources to monitor, patch, and update machines—preventing organizations from effectively meeting their internal service level agreements and external regulatory compliance requirements. Patch deployment can consume a significant amount of network bandwidth, sometimes up to 90% of the pipe—essentially shutting out access to critical business applications. And users are often forced to accept an update at the moment it is received—often with a mandatory reboot—causing additional disruption to productivity.

In large, geographically distributed organizations, network bandwidth limitations can make patching and updating a slow, cumbersome process that requires a large number of local staff to oversee. In terms of reporting, most products can show where patches are needed and where they have been sent, but not whether the patch has been “taken” effectively by the machine. Worse, the reporting does not show why a needed fix failed to execute.

Finally, many solutions also do not allow administrators to deploy a patch or update when a computer is off the network—a situation that is increasingly common as more and more users work remotely or while traveling.



Instant visibility on patch status across the enterprise

SYSTEM AND SERVER REQUIREMENTS

Supported Operating Systems for BigFix Server

- Windows 2000 Server SP 2+/2003/2008

Database Requirements for BigFix Server

- SQL Server 2000 SP4/2005

Supported Operating Systems for BigFix Console

Any of the following:

- Windows XP/2000/2003
Vista/2008

SUPPORTED OPERATING SYSTEMS

For BigFix Agent

All of the following:

- Windows
- Mac OS X
- Solaris
- IBM AIX
- IBM zLinux
- HP-UX
- VMware ESX Server
- Red Hat Enterprise Linux
- SUSE Linux Enterprise
- Red Hat Linux
- Fedora Linux

Note: Functionality may vary by supported platform. For an updated listing of supported OS versions, please see <http://support.bigfix.com>.

ABOUT BIGFIX

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.

An ideal patch management solution overcomes these obstacles through centralized control and processes that are automated yet highly flexible. That solution should also be able to manage and report against not only Windows operating systems, but UNIX, Linux, and Mac as well. With BigFix, a single server can meet all of your patch management needs—faster, more successfully, and more cost-effectively than any other solution.

Product Benefits

- Minimal hardware and license requirements—for most organizations, only a single new piece of hardware is needed
- Reduction in patch and update times from weeks and days to hours and minutes
- Scalability—manage over 250,000 endpoints from a single server
- No loss of functionality over low-bandwidth or globally distributed networks
- Ability to manage computers on or off the network
- Increase in first-pass success rates from 60–75% to 95–99+%
- System administrator workload reductions of 75% or more
- Assured compliance with internal and external standards/requirements

Product Features

- Patch capabilities for multiple platforms: Windows, Linux, UNIX, Mac
- Coverage for a variety of software vendors such as Adobe, Mozilla, RealNetworks, Apple, and Java
- Ability to deploy custom patches when BigFix doesn't create a policy for a specific patch—for example, a patch that isn't issued as a Microsoft security bulletin
- “Baseline” functionality: define a minimum number of patches to apply to a machine as a group, and then deploy the group as a single entity
- Real-time reporting that provides information on which patches were deployed, when they were deployed, who deployed them, and to which endpoints
- Automated self-assessment analysis conducted on the endpoint—no centralized or remote scanning required
- Detection and remediation of corrupt patches—instances where some or all of the patch files have been downgraded due to patch removal, installation of an outdated file by another package, etc.
- Closed-loop verification of patch application
- Lightweight Agent (<2% of CPU on average) that continually monitors the status of updated machines