



Chiron Pharmaceuticals:

Chiron Improves Its Patch Management Process Ten-Fold with Shavlik NetChk Protect.

Chiron, headquartered in Emeryville, discovers, develops, and markets innovative health care products that protect health and prevent and treat diseases.

Acquired in 2006 by Novartis, Chiron is the vaccines and blood screening business for the Novartis Vaccines and Diagnostics division. Chiron manufactures Vaccines and develops tools, products, and services that protect the global blood supply. Chiron has manufacturing plants in Liverpool, England, Marburg, Germany, Siena, Italy, and Emeryville, California. Chiron also has numerous satellite offices located around the world.

The Patch Management Challenge

Three years ago, Chiron IT staff faced increasing challenges as they worked to ensure all 4,500 devices on the Chiron network were patched and compliant with corporate security policies and government and industry regulations. Chiron IT staff knew that effectively managing patch levels for all devices on the Chiron network was critical in their highly-regulated environment. However, deploying all the required Microsoft patches and managing patch level compliance on 3,500 clients and 1,000 servers was an ongoing challenge. Each site had some basic manual patch management processes in place, but ensuring that all computers complied with patch levels and that all computers were quickly patched was difficult. This challenge continued to grow due to the increasing number of critical security patches released each month by Microsoft.

Chiron IT staff members at different manufacturing

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facilities and satellite offices tried to use different products and methods to help automate patch management. Chiron experimented with the patch management features included in Windows Software Update Service (WSUS), Microsoft Baseline Security Analyzer (MBSA), Microsoft Systems Management Server (SMS), and Tivoli. However, none of these products provided the comprehensive patch management capabilities required to successfully meet Chiron patch management needs.

As the volume of critical security patches continued to increase, Chiron knew it needed to find a fast and effective patch management solution. Chiron IT staff wanted an easy to use, consistent, and efficient patch management solution that allowed them to deploy critical security patches to their network devices within minutes or hours of patch availability. They also needed a way to centrally audit and continuously confirm that the patches on all of their network devices were up to date.



Chiron Finds the Solution

Steve Shuttleworth, Head of IT services, along with other members of the Chiron IT staff, reviewed the existing patch management solutions currently on the market. According to Mr. Shuttleworth, "When we went in search of a patch management solution, speed was of the essence. We needed to find a viable patch management solution quickly. As we performed our review of existing patch management solutions, it immediately became clear that Shavlik NetChk Protect was head and shoulders above other solutions in the market. In a short trial period, Shavlik NetChk Protect proved itself right away. It just worked."

The Shavlik NetChk Protect engine performs Microsoft security patch assessments against computers running the Windows NT 4.0, Windows 2000, Windows XP, Windows Vista, and Windows Server 2003 operating systems. Shavlik NetChk Protect also performs patch assessments and deployments for other common Microsoft applications, such as Microsoft Exchange Server and Microsoft SQL Server, and for a number of third-party applications such as Adobe Reader, Adobe Flash Player, Apache Web Server, Mozilla Firefox, RealNetworks RealPlayer, and WinZip. In addition, while most vulnerability management solutions only assess vulnerabilities, the Shavlik Active Vulnerability Management technology in NetChk Protect not only allows administrators to automatically and continuously assess their patch levels, but they can also remediate and manage patch levels, detect and quarantine spyware, malware, and NonBizWare™ programs for application control.

During their evaluation, Chiron IT staff immediately recognized the value Shavlik NetChk Protect could bring to their patch management effort. The rapid patch assessment, application, and remediation

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capabilities provided by the product impressed Chiron. When Microsoft released new patches, Chiron could quickly apply the newly released Microsoft patches and remediate any discovered vulnerabilities on their 3,500 clients and 1,000 servers, within minutes or hours of patch availability, rather than days. Chiron IT staff also appreciated the NetChk Protect continuous compliance approach. They could use Shavlik NetChk Protect capabilities to conduct automated scans, review scan results on a regular schedule, and easily track and report on patch compliance levels.

Immediately after completing their Shavlik NetChk Protect evaluation, Chiron IT staff members were ready to deploy the product. The IT staff at the Chiron Liverpool manufacturing site performed the first NetChk Protect production deployment. They were pleased to find that they could complete the product installation and deployment in one day. IT staff members in Chiron manufacturing facilities in Germany, Italy, and California had similar experiences. They could immediately start using the solution's capabilities to perform scans, deploy patches, and remediate vulnerabilities.



Ease of Use and Powerful Scanning and Deployment Logic Deliver Outstanding Results

At Chiron, dealing with Microsoft Patch Tuesday and ensuring released patches are quickly applied is not the patch management challenge it once was. When Microsoft releases its list of new patches on Patch Tuesday, Chiron IT staff no longer struggle to use a variety of manual and time-consuming patch management processes to deploy patches to vulnerable resources. Instead, Chiron IT staff use a single solution and a consistent approach.

The powerful logic provided by the NetChk Protect scanning engine allows Chiron IT staff to quickly determine the level of patch compliance for all sites on the network, validate patches, and control patch deployment in three or four clicks. Shavlik NetChk Protect allows Chiron IT staff to quickly and consistently assess the vulnerabilities at each site and deploy all the required patches to all site devices. If one of the regularly scheduled scans determines that a device needs a patch, Chiron IT staff can select the patch, validate it, and deploy it quickly and consistently.

Chiron IT staff can also deploy critical patches to all affected resources within hours of patch release, not days. For example, while in some companies all systems may not be patched until up to 14 days after patch release, at Chiron, high priority patch deployment occurs within hours, and low priority patch deployment occurs within a day or two.

Chiron values the speed, consistency, and continuous compliance capabilities Shavlik NetChk Protect provides. The health care industry is a highly regulated environment. Chiron must demonstrate that it consistently manages its IT devices. Chiron must

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also thoroughly document patch compliance levels and show that their IT devices are compliant with corporate security practices and policies, government regulations, and industry standards. Shavlik NetChk Protect features help Chiron meet these requirements.

Chiron is pleased with how Shavlik NetChk Protect has automated and enhanced their patch management process. Mr. Shuttleworth states, "In the last two years, we have not had a single incident of a virus or worm propagating from machine to machine on the network. We have an anti-virus solution in place that helps detect current threats, but Shavlik NetChk Protect provides the extra layer of coverage we need to ensure the performance, availability, and security of our network." According to Mr. Shuttleworth, "Overall, we have had a very positive experience with Shavlik NetChk Protect. Our patch deployment process has improved ten-fold. Shavlik NetChk Protect is a great product that delivers on its promises."

Chiron is now part of Novartis Pharmaceuticals.

