



## Herrington & Carmichael LLP:

### Leading UK Law Firm Avoids Potential Patch Management Nightmare

Herrington & Carmichael LLP, one of the leading business law firms in Surrey, Hampshire, and Berkshire, specializes in UK corporate law, commercial and residential property law, employment law, family law, dispute resolution, wills, inheritance tax, and other legal services. Herrington & Carmichael has provided legal counsel for more than 175 years, and has offices based in Aldershot, Bagshot, Camberley, and Wokingham. With 90 employees, including over 30 highly qualified solicitors, Herrington & Carmichael has a long-standing reputation for providing high-quality, jargon-free legal advice and representation.

The Herrington & Carmichael network consists of 13 servers and approximately 100 desktop computers connected over a wide area network (WAN). The majority of desktop computers on the Herrington & Carmichael network are Windows 2000 and Windows XP computers connected to a Windows 2000 domain. The Herrington & Carmichael IT infrastructure also supports enterprise applications, including Microsoft Exchange Server and Microsoft SQL Server, common end-user applications, such as Microsoft Office 2000 and Microsoft Office 2003, Citrix clients, Internet Explorer, and Adobe Acrobat, along with custom legal applications.

#### Increasing Number of Vulnerabilities and Patches Highlights Potential for Patch Management Nightmare

Herrington & Carmichael has seen firsthand how the patch management challenge has evolved. A few years ago, ensuring that all servers and desktops

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were patched and secure was a concern only for the IT staff, and the firm's managing partners viewed patch management as necessary but not a strategic IT initiative. At the time, Herrington & Carmichael used manual patch management processes to keep its servers and desktop computers patched and secure. Over time, however, manual patch management became less and less feasible due to an ever-increasing number of vulnerabilities and an ever-increasing number of patch releases. Herrington & Carmichael IT staff struggled to keep all of their network resources patched and secure, and manual patching was becoming too time- and resource-intensive. Jason Quilliam, IT manager for Herrington & Carmichael, realized that if the firm continued to use a manual patch management process, applying patches to all network resources would soon become a full-time job for at least one IT staff member. According to Mr. Quilliam, patch management at Herrington &



Carmichael had the potential to become a nightmare, so he decided that it was time to look for an automated patch management solution.

Initially, Herrington & Carmichael turned to Windows Software Update Services (WSUS) 2.0, a free tool from Microsoft designed to help IT staff with patch application. However, after starting to use the WSUS tool, the firm discovered some limitations. For example, WSUS provided patch management for only Microsoft-specific applications, but Herrington & Carmichael required a solution that could help them manage patches not only for popular Microsoft applications but also for other common applications, including Adobe Flash and Adobe Acrobat. Without support for non-Microsoft applications, manual patching would again be required and this was no longer acceptable.

In the meantime, a virus-related incident brought the importance of patch management to the attention of Herrington & Carmichael managing partners. An end user had logged onto a web site and inadvertently introduced a virus into the Herrington & Carmichael network. The IT staff quickly identified the virus, quarantined it, and removed it from the network, so Herrington & Carmichael employees experienced only a limited amount of downtime. However, when reflecting on this incident, the managing partners realized that virus-related downtime was a major operational concern, but it was not their biggest fear. Their biggest fear was that a known vulnerability on an unpatched computer might allow a virus or malware to operate undetected on the Herrington & Carmichael network and compromise confidential client data. After the virus-related incident, Herrington

& Carmichael managing partners realized for the first time the nightmare they could face if an unpatched computer served as a host to a virus and compromised confidential client data. Once the managing partners understood the important role patch management could play in protecting sensitive client data, they wanted assurances that all computers hosting or accessing confidential client data were fully patched and protected at all times.

## **Herrington & Carmichael Searches for an Effective Patch Management Solution**

Mr. Quilliam, IT manager at Herrington & Carmichael, was responsible for evaluating patch management products and for determining which product could best meet the firm's patch management challenges.

Mr. Quilliam began to investigate patch management solutions from Shavlik Technologies after receiving a Shavlik NetChk Protect product demonstration delivered by Satisnet at an information security conference. Satisnet is a Shavlik Technologies partner and one of the leading security systems integrators in Europe. Satisnet has been instrumental over the years in introducing leading IT technologies and services into the United Kingdom, Middle East, and Africa markets.

During this time Mr. Quilliam was also investigating Lumension Security's (formerly PatchLink) patch management tools. However, during his evaluation Mr. Quilliam had some concerns with the complexity and total cost of the Lumension solution. Mr. Quilliam discovered that implementing Lumension at Herrington & Carmichael would require the installation of a dedicated Lumension server in each of the four Herrington & Carmichael offices. As



he calculated the cost of the Lumension tool, the hardware and operating system costs associated with the requirement to purchase four dedicated servers, and the training needed in order to use the Lumension tool effectively, Mr. Quilliam saw projected costs mount and knew this would not be practical for their needs.

As he watched Satisnet demonstrate Shavlik NetChk Protect functionality, Mr. Quilliam quickly saw the power and flexibility that NetChk Protect provides, and immediately realized that it could be the solution Herrington & Carmichael needed. Mr. Quilliam was interested in researching the product further to understand its requirements and capabilities, and he scheduled a follow up, in-depth web-based demonstration with a member of the Satisnet team to learn more about Shavlik NetChk Protect.

During the demonstration with Satisnet, Mr. Quilliam learned that Shavlik NetChk Protect allows administrators to scan for missing patches, centrally control which patches to deploy to each system based on scan results, and centrally report overall patch compliance. Shavlik NetChk Protect is built on the industry-leading HFNetChk scanning engine technology originally developed for Microsoft by Shavlik Technologies.

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. 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 free 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 allows administrators not only to automatically and continuously assess their patch levels, but also to remediate and manage patch levels and detect and remove spyware, malware, and NonBizWare™ programs.

After the demonstration with Satisnet, Mr. Quilliam installed Shavlik NetChk Protect and began his hands-on evaluation. During his evaluation, Mr. Quilliam quickly realized the potential Shavlik NetChk Protect had for meeting Herrington & Carmichael's patch management challenge. According to Mr. Quilliam, "Shavlik NetChk Protect is a powerful, sophisticated tool. It is a very precise, surgical instrument for patching desktop computers and servers. Its flexible patch deployment scheduling capabilities are also most impressive." During his research and evaluation process, Mr. Quilliam was also very impressed by the presales and technical support he received from Satisnet, the Shavlik Technologies partner. "The Satisnet team always made time to answer all of my questions as I evaluated the product. They worked to ensure they understood my environment and concerns, and provided extensive pre-deployment planning and advice. With Satisnet, I feel like I have a real partnership, not just a sales relationship." Mr. Quilliam also appreciated that Shavlik NetChk Protect does not require a dedicated server at each site. Mr. Quilliam could install Shavlik NetChk Protect on a server that also hosted other applications.



Herrington & Carmichael could then manage patch deployment and application across all four Herrington & Carmichael locations from one central location.

## **Shavlik NetChk Protect Helps Herrington & Carmichael Avoid a Patch Management Nightmare**

Based on the results of his evaluation, Mr. Quilliam decided to purchase Shavlik NetChk Protect to help Herrington & Carmichael meet its patch management challenge and avoid a patch management nightmare. After the purchase, Herrington & Carmichael IT staff worked closely with Satisnet as they planned their Shavlik NetChk Protect deployment. Initially, Herrington & Carmichael focused on determining the baseline patch level for each computer on the Herrington & Carmichael network. Armed with this baseline information, Herrington & Carmichael IT staff began creating precise plans for bringing all of its computers up to required patch levels. According to Mr. Quilliam, "As we planned our deployment, we came up with a design to deliver patches to our computers in groups. By taking advantage of the high levels of automation within Shavlik NetChk Protect, we could granularly schedule patch application and any required shut downs and restarts. This resulted in a near transparent experience for our end users as we worked to bring all of our computers into compliance." Mr. Quilliam also sees the value in the reports Shavlik NetChk Protect provides. In just a few clicks, he can see which computers are most vulnerable, which computers have vulnerabilities remediated, and which computers have vulnerabilities that still must be addressed. The Herrington & Carmichael IT staff can review this information in weekly meetings and easily share patch management

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status with Herrington & Carmichael managing partners.

Mr. Quilliam states, "The flexibility and precision of the Shavlik NetChk Protect product, along with the outstanding presales support and post-sales professional services provided by Satisnet, has ensured that Herrington & Carmichael now has a patch management solution in place that meets our requirements and makes us confident that we will not have to deal with a potential patch management nightmare due to an inability to keep pace with required patch levels. Now that we have implemented Shavlik NetChk Protect, I can go to Herrington & Carmichael management and state with a high degree of confidence that our computers are patched and protected. This was something I did not feel comfortable doing before we implemented Shavlik NetChk Protect."

