



Yule Catto:

UK-based Specialty Chemicals Company Streamlines Patch Management Process in Their Distributed Environment.

Yule Catto and Company, headquartered in the United Kingdom, is one of the world's leading specialty chemical companies. Yule Catto supplies polymer chemicals, pharmaceutical chemicals, performance chemicals, and fine chemicals, such as those used in flavors and fragrances, to customers around the world. Yule Catto consists of three autonomous divisions spread across 12 different sites in Europe, the Middle East, Asia, and South Africa. Each site within Yule Catto has its own IT organization. The IT organization at each site is responsible for the security, availability, and reliability of the IT resources and network for the site.

The Patch Management Challenge

In 2003, Yule Catto struggled as it tried to use manual processes to patch 2,400 desktop computers and 100 servers distributed across its three divisions and 12 sites. According to Richard Ling, Division IT Manager at Yule Catto, using a manual process for applying patches across the organization was a time-consuming, frustrating, and almost impossible task because of the size of the Yule Catto network. In addition, monitoring patching progress across sites was difficult. Yule Catto had no quick, easy, or reliable way to report on which desktop computers and servers in its divisions and sites were patched and secure and which computers were unpatched and vulnerable. Initially, Yule Catto evaluated Microsoft Windows Server Update Services (WSUS) as a tool for automating and managing patch distribution within the Yule Catto network. However, Yule Catto

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determined that WSUS did not provide enough granular control for patch management or support the prevalidation of patches. Yule Catto also wanted to have one administrator perform patch management across multiple sites. However, WSUS required a designated WSUS administrator for each site.

Yule Catto Finds the Solution

In December 2003, while still struggling with the challenge of patching the large number of desktop computers and servers in their environment, Yule Catto IT staff in the United Kingdom attended a Satisnet Demonstration Day. Satisnet is a leading security systems integrator in Europe and a Shavlik Technologies partner. Satisnet sponsors Demonstration Days to introduce cutting-edge security technologies to its customers. Satisnet Demonstration Days have been instrumental over the years in introducing leading IT technologies and services into the United Kingdom, Middle East, and Africa markets.



While attending a Satisnet Demonstration Day, Yule Catto IT staff members viewed their first demonstration of the Shavlik NetChk Protect product from Shavlik Technologies. 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. 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.

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management effort. The demonstration showed Yule Catto that Shavlik NetChk Protect provides a comprehensive solution that not only assesses vulnerabilities but also automatically remediates and manages them. Yule Catto IT staff members attending the session were eager to evaluate the product within their own divisions and sites. Representatives from the 12 geographically distributed sites across the three Yule Catto divisions saw a demonstration of Shavlik NetChk Protect at an internal IT meeting and quickly agreed to evaluate the product in their own environments across the company.

The Results Are Impressive

As the IT groups within the Yule Catto divisions and sites performed their evaluation of Shavlik NetChk Protect, they were impressed by the ease with which they could install the product, assess the existing vulnerabilities within their environment, remediate their vulnerabilities using automated patching capabilities, and manage their patch compliance using Shavlik NetChk Protect management reports. Shavlik NetChk Protect was the obvious choice to serve Yule Catto today and into the future.



After implementing the product, the consensus among the divisional IT managers at Yule Catto was that Shavlik NetChk Protect was extremely easy to deploy, did not require extensive training or support during roll out, and demonstrated its value immediately. According to Matthew Lane, Network Analyst for Synthomer, part of the Yule Catto Polymers division, "The user interface is very intuitive and easy to use. Also, the ability to run scans and deploy patches from one central location to several different sites is a big benefit." For example, each week Mr. Lane, who is based near London, performs scans and generates patch management reports for the computers in Synthomer offices in England, Germany, Belgium, the Netherlands, the United States, and Saudi Arabia. He reviews the patch management reports from each site to determine which computers are patched, which computers still need patches, and which computers are most vulnerable. Based on the information provided by scan results and patch management reports, Mr. Lane deploys patches and remediates vulnerabilities on remote computers located at the various site offices from his London office in just a few clicks.

Meeting the Need for More Controlled Patch Deployment

Yule Catto benefited from Shavlik NetChk Protect granular patch deployment capabilities when Microsoft released Internet Explorer 7.0 as a high priority automatic update. Yule Catto provides an internal Internet portal that needed updates to support the new Internet Explorer 7.0 browser. Yule Catto employees log in to and use this internal Internet portal to access email, organizational charts,

and other corporate information from any computer in the company. At the time of the Internet Explorer 7.0 release, this important corporate resource needed updates to support the new Internet Explorer 7.0 browser. Yule Catto wanted to ensure its employees did not automatically receive and install Internet Explorer 7.0 until its web team completed and fully tested the Internet Explorer 7.0 updates on the internal portal. Shavlik NetChk Protect made it easy for Yule Catto to ensure that Internet Explorer 7.0 deployment was prevented on computers in the Yule Catto network until Yule Catto internal web sites were ready for Internet Explorer 7.0.

Yule Catto has also benefited from Shavlik NetChk Protect patch rollback capabilities. A year ago, Microsoft released a patch for Microsoft Office. Soon after the patch released, Yule Catto deployed the patch to 600 desktop computers. However, immediately after deploying the patch, Yule Catto, along with several other companies, quickly noticed a problem. After applying the patch to computers with Microsoft Office installed, users could not open Microsoft Office applications such as Microsoft Excel or Microsoft Word. Microsoft identified the issue, released a TechNet bulletin, and ultimately recalled the patch. Although Yule Catto had already deployed the patch to 600 desktop computers, the NetChk Protect technology allowed Yule Catto administrators to act quickly. Once Yule Catto began to receive Help Desk support calls from Microsoft Office users and traced the source of the problem to the Microsoft Office patch, Yule Catto used NetChk Protect patch rollback capabilities to quickly remove the problematic Microsoft Office patch from 600 desktop computers and restore Microsoft Office functionality to Yule Catto

Yule Catto



users in less than two hours.

With Shavlik NetChk Protect, Yule Catto went from patch management chaos to control. Years later, IT managers within Yule Catto continue to see the value of Shavlik NetChk Protect. According to Richard Ling, "Patch management is even more important now than when we first rolled out Shavlik NetChk Protect into our organization. Five years ago, we did not view patch management as a necessity. However, over time we have seen the risk unpatched computers present to our network security and availability." Mr. Ling adds, "We clearly recognize the benefits that Shavlik NetChk Protect provides in our environment. After we introduced Shavlik NetChk Protect, we were able to better protect the security and availability of the Yule Catto network without increasing our IT staff levels. We could not have done this without the Shavlik NetChk Protect solution."

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