IBM Endpoint Manager for Patch Management

Continuous patch compliance, visibility and enforcement

Highlights

- Automatically manage patches for multiple operating systems and applications across hundreds of thousands of endpoints—regardless of location, connection type or status
- Reduce security and compliance risk by slashing remediation cycles from weeks to days or hours
- Gain greater visibility into patch compliance with flexible, real-time monitoring and reporting
- Patch online and offline virtual machines to improve security in virtual environments

With software—and the threats against that software—constantly evolving, organizations need an effective way to assess, deploy and manage a constant flow of patches for the myriad operating systems and applications in their heterogeneous environments. For system administrators responsible for potentially tens or hundreds of thousands of endpoints running various operating systems and software applications, patch management can easily overwhelm already strained budgets and staff. IBM® Endpoint Manager for Patch Management balances the need for fast deployment and high availability with an automated, simplified patching process that is administered from a single console.

IBM Endpoint Manager for Patch Management, built on BigFix® technology, gives organizations access to comprehensive capabilities for delivering patches for Microsoft Windows, UNIX, Linux and Apple Macintosh operating systems; third-party applications from vendors including Adobe, Mozilla, Apple and Java; and customer-supplied patches to endpoints—regardless of their location, connection type or status. Endpoints can include servers, laptops, desktops and specialized equipment such as point-of-sale (POS) devices, ATMs and self-service kiosks. In addition, online and offline virtual machines can be patched so that virtual and cloud environments have the same level of security as physical systems. The offline virtual machines are brought online in a secure environment where only Endpoint Manager has access to them, ensuring that patches can be applied before the endpoints are made available for use.

Apply the correct patches to the correct endpoints

One approach to patch management is to create large patch files with a large update "payload" and distribute them to all of the endpoints, regardless of whether they already have all of the patches. Endpoint Manager for Patch Management takes a different approach, automatically creating patch policies, called IBM Fixlet® messages, which wrap the update with policy information such as patch dependencies, applicable systems and severity level. An intelligent endpoint agent recognizes which patches are required for the machine on which it is installed based on the endpoint's unique hardware, operating system, configuration settings, applications and installed patches. The agent then automatically retrieves and applies only the relevant updates for that specific endpoint.

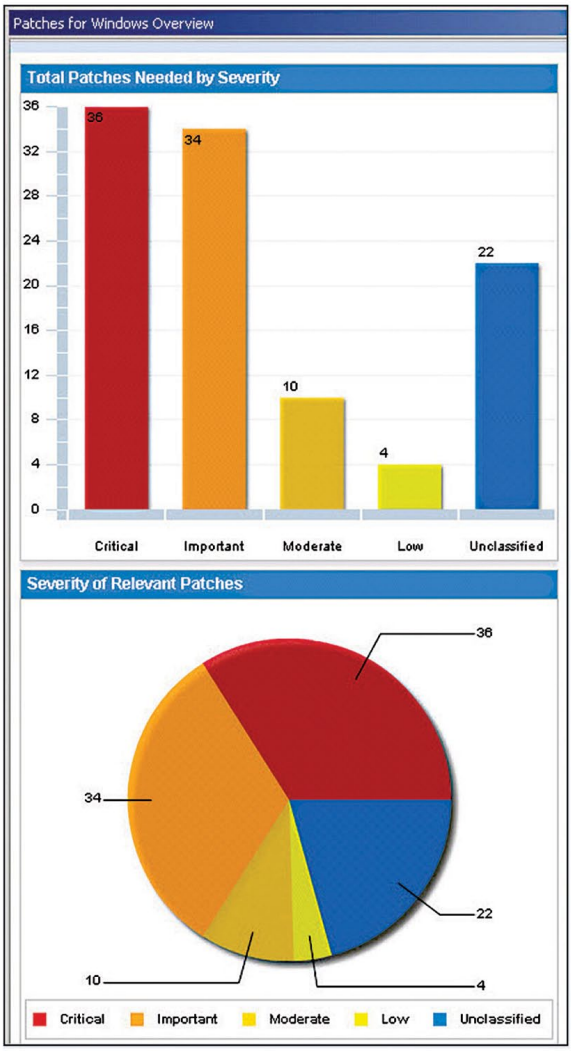
Accelerate and automate the patch management process

Endpoint Manager for Patch Management automates the entire patch management process and enhances security while saving organizations money, time and effort.

Research—Endpoint Manager acquires, tests, packages and distributes many patch policies directly for users, removing considerable patch management overhead. This largely automated process provides a consistent, high-quality patch in a timely manner.

Assess—The Endpoint Manager intelligent agent continuously monitors and reports the endpoint status, including patch levels, to a management server. This intelligent agent also compares endpoint compliance against defined policies, such as mandatory patch levels.

Remediate—An organization can quickly create a report showing which endpoints need updates and then distribute those updates to the endpoints within minutes. IT administrators can safely and rapidly patch Windows, Linux, UNIX and Mac operating systems with no domain-specific knowledge or expertise, and the solution stores audit information that tracks who ordered which updates to be applied to which endpoints.



IBM Endpoint Manager for Patch Management dashboards and reports show patch management progress in real time.

Confirm—Once a patch is deployed, Endpoint Manager automatically reassesses the endpoint status to confirm successful installation and immediately updates the management server in real time. This step is critical in supporting compliance requirements, which require definitive proof of patch installation. With this solution, operators can watch the patch deployment process in real time via a centralized management console to receive installation confirmation within minutes of initiating the patch process. By closing the loop on patch times, organizations can ensure patch compliance in a way that is smarter and faster.

Enforce—The Endpoint Manager intelligent agent provides continuous endpoint enforcement and ensures that endpoints remain updated. If a patch is uninstalled for any reason, the agent can be configured to automatically reapply it to the endpoint as needed.

Report—Integrated web reporting capabilities allow end users, administrators, executives, management and others to view dashboards and receive up-to-the-minute reports. Dashboards and reports indicate which patches were deployed, when they were deployed, who deployed them, and to which endpoints. Special "click-through" dashboards show patch management progress in real time.

Achieve continuous compliance

Many organizations need to establish, document and prove compliance with patch management processes in order to comply with governmental regulations, service level agreements (SLAs) with other organizations and internal constituents, and corporate policies. Regulations such as Sarbanes-Oxley, Payment Card Industry (PCI) Data Security Standard (DSS) and Health Insurance Portability and Accountability Act (HIPAA) require that a regular, fully documented patch management process be in place, and proof of continuous compliance is necessary in order to pass audits. This solution's ability to enforce policies and quickly report on compliance can help improve an organization's audit readiness.

Simple to use, vast in scope

A single patch management server can support up to 250,000 endpoints, shortening patch times and updates with no loss of endpoint functionality, even over low-bandwidth or globally distributed networks. The solution features patented bandwidth-throttling technology that manages network traffic and minimizes congestion.

IBM customers have achieved 95+ percent first-pass success rates—up from the conventional 60 to 75 percent rate—not only increasing the effectiveness of the patch process, but cutting operational costs and reducing staff workloads by as much as 20 to one. Endpoint Manager can patch endpoints on or off the network—including devices using Internet connections—with minimal endpoint impact. This means laptops using a public Internet connection at a coffee shop and other "roaming" devices can still receive patches.

Why IBM?

Organizations can realize significant value by deploying additional solutions from the IBM Endpoint Manager family. The broad Endpoint Manager family addresses the convergence of system management and security requirements by delivering capabilities for vulnerability management, security configuration management, mobile device management, asset discovery, inventory, software distribution, operating system deployment, software usage analysis, compliance reporting and more. Because IBM has designed all functions to operate from the same console, management server and single intelligent agent, adding more services is a simple matter of a license key change.

IBM Endpoint Manager family at a glance

Server requirements:
- Microsoft SQL Server 2005/2008
- Microsoft Windows Server 2003/2008/2008 R2

Console requirements:
- Microsoft Windows XP/2003/Vista/2008/2008 R2/7

Supported platforms for the agent:
- Microsoft Windows, including XP, 2000, 2003, Vista, 2008, 2008 R2, 7, 8, Server 2012, CE, Mobile, XP Embedded and Embedded Point-of-Sale
- Mac OS X
- Solaris
- IBM AIX®
- Linux on IBM System z®
- HP-UX
- VMware ESX Server
- Red Hat Enterprise Linux
- SUSE Linux Enterprise
- CentOS Linux
- Debian Linux
- Ubuntu Linux

For more information

To learn more about IBM Endpoint Manager for Patch Management, contact your IBM representative or IBM Business Partner, or visit: **ibm.com**/tivoli/endpoint

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