SAFE Federal Credit Union

The need to automate time-consuming, manual patch processes drove SAFE CU to adopt industry-leading automated patch management software PatchLink Update across hundreds of systems and 15 locations.

Company Background

SAFE Credit Union was established in 1940 and maintains assets in excess of $1.2 billion. SAFE CU serves more than 117,000 members through 15 branches in the greater Sacramento region and is the 25th largest credit union in California, and among the top 100 in the United States.

The Patch Management Need

Until deploying PatchLink Update™ nearly two years ago, SAFE CU did not have a patch management solution in place. Instead, two full-time employees manually kept up with patching the organization's 450 desktops scattered across 15 branches. But with auditors requesting detailed reports including current patch status, SAFE CU realized it needed a more effective method to execute and evaluate patch deployment across their entire network. In 2004, SAFE CU researched several patch management vendors, including Microsoft Windows Update, and quickly determined PatchLink Update was the most feature-centric and cost-effective solution for the organization. With a hybrid computing environment, SAFE needed PatchLink's cross-platform support along with web-based centralized control to manage its many branches.

> **"** With PatchLink Update, we are not only patching faster, but we're doing it more effectively. I now have the ability to see the patch status from a central location at any time, without having to make trips to our 15 branches. **"**
>
> Marc Buzard - Network Services Manager

The PatchLink Solution

SAFE CU deployed PatchLink Update in 2004 to efficiently and effectively mitigate network vulnerabilities. SAFE CU fully implemented PatchLink's solution in less than an hour, without interrupting business workflow. SAFE CU now manages patch deployment from a centralized location, effectively deploying fixes to remote desktops and assuring up-to-date security across the organization. SAFE is now confident that auditors are receiving the most comprehensive detailed vulnerability and current patch status reports. Now, with only one person at SAFE responsible for deploying patches, other members of the IT staff can focus on other critical network issues. This reduction in time and valuable IT resources continues to save SAFE money.

"Given the name of our credit union, our members expect us to operate with the highest level of security," said Marc Buzard, network services manager at SAFE Credit Union. "With PatchLink Update, we are not only patching faster, but we're doing it more effectively. I now have the ability to see the patch status from a central location at any time, without having to make trips to our 15 branches. This helps ensure we are up-to-date with our patches, and also guarantees our business will continue to run smoothly."

PATCHLINK®

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The Benefits:

- One staff member able to manage deployment of all patches

- Limited staff and reduced employee expenses allows IT department to focus on other core issues

- Patch cycle completed in two weeks or less

- Little to no impact to business continuity

- Detailed reports easily generated to satisfy Auditors

- Administration can be accomplished from any web browser

- Applications can be installed with PatchLink Update

- Scripting can be performed on customer installations

- Inventory reporting available

- PatchLink Update provides cross-platform support including Mac, Linux, HP-UX, Sun and Windows

About PatchLink

PatchLink is the global leader for security patch and vulnerability management solutions, delivering comprehensive, multi-platform assessment and remediation for continuous protection across the enterprise. Offering the most comprehensive platform and application support, PatchLink maintains the largest tested and most up-to-date security patch repository, enabling organizations to accurately assess and remediate vulnerabilities based on established industry best practices. Currently protecting thousands of commercial and government organizations and millions of PCs and servers worldwide, PatchLink effectively eliminates vulnerability risks and enforces security and compliance policies while reducing overall IT costs.

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