

Ivanti® Patch for Windows Helps ICE Adhere to PCI-SS

**Profile:**

A world leader in foreign exchange and transactions

Location:

London and 400 offices worldwide

Industry:

Financial services

Website:

<https://www.iceplc.com>

Website of Partner:

<http://satisnet.co.uk>

Solutions:

Ivanti Patch for Windows

Key Benefits to ICE:

- Replaced manually intensive patching and updating with automated patch management for the OS and third-party apps
- Helped prove adherence to PCI-DSS with a vulnerability management process
- Allowed the small IT team to focus on improving other areas, reducing time spent managing patches and updates by 90 percent

With more than 400 branches around the world, the International Currency Exchange PLC (ICE) is one of the largest retail currency exchange operators.

The Challenge

Regulatory compliance and security are critical for ICE. In the past, it relied on Microsoft Windows Server Update Services (WSUS) for automatic patching of updates, hotfixes, and service packs. But, five years ago, like many other leading financial exchange providers, ICE began working toward Payment Card Industry Data Security Standard (PCI-DSS) accreditation. Adherence would help it secure processing card payments and reduce instances of card fraud in currency transactions, while still protecting cardholder data. To achieve accreditation, though, it needed to prove adherence to secure systems through vulnerability management processes. And that meant it needed a more granular and automated method for updating operating system software and third-party applications, together with higher-grade reporting on patch deployment.

The Ivanti Solution

Seeking the right solution, Mark Garrett, the Network and Support Manager based out of ICE's Central London head office, consulted ICE's incumbent security management provider, Satisnet Ltd. Satisnet recommended a phased, six-month rollout of Ivanti Patch for Windows, powered by Shavlik across ICE's 10 Windows servers and 10 workstations, and delivered an onsite demonstration that ticked the boxes of ease of use, detailed reporting, and automation. Phased rollout began in the UK, with full global rollout across all systems scheduled further down the line.

The Results**Of Patch for Windows, Garrett says:**

"In the financial services world, you need to manage systems stringently, 24x7, to help ensure security and compliance. Since working with our trusted Satisnet advisors to roll out Ivanti Patch for Windows, we've been

able to create granular baselines particular to our needs that run seamlessly in the background. These tested baselines provide reassurance that a rogue patch can't inadvertently break our system, and we still retain the power to detect and plug vulnerabilities."

In ICE's environment, Ivanti Patch for Windows is scheduled to run each weekend to streamline and automate the patching process. Policies are set to discover and identify that week's missing patches and deploy them automatically across servers and workstations, quickly and seamlessly. On Monday morning, IT simply checks the weekend reports, cross-checks some of the servers within the policy, and logs accordingly. ICE reports they've reduced the time taken to fully patch systems by around 90 percent.

Garrett elaborates:

"We are a small IT team with a big mandate for security and availability. Saving so much time on patch management lets us focus our valuable staff resources on improving other areas of the business."

The reporting that comes back from Ivanti Patch for Windows empowers the team to make the right decisions and provides at-a-glance details on which OS and application versions are running to help tackle threats and patch-management needs.

Says Garrett of their success to date:

"To help ensure safe financial transactions, we need to be running the latest updates. We've come to view Ivanti Patch for Windows as the ultimate insurance for patch management. I'm happy to report that for ICE the product has more than fulfilled its purpose."

Note: ICE's results are specific to its total customer environment/experience, of which Ivanti is one part. Individual results may vary based on each customer's unique environment.



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