



HarborOne Credit Union

New England Credit Union Simplifies Patching non-Microsoft Applications While Reducing Workload.

CUSTOMER OVERVIEW:

Established in 1917, HarborOne Credit Union is the largest state-chartered community credit union in New England and one of the top 100 in the country. Customers include people living or working in Bristol, Norfolk, Plymouth, or Barnstable counties. HarborOne serves the financial needs of consumer and business banking customers through a network of 14 full-service branches, and a mortgage office in Centerville, MA.

BUSINESS CHALLENGE:

HarborOne, current System Center Configuration Manager (SCCM) user, realized that patching 3rd party applications like Adobe Flash, Adobe Reader and Sun JRE is critical, but was challenged using Microsoft SCUP/SCCM and needed to find a more efficient and less time consuming way to patch non-Microsoft applications without adding to their workload.

SOLUTION:

After researching other offerings, HarborOne discovered Shavlik SCUPdates™ via an internet discussion board and decided to do a trial. Due to the successful implementation of the trial, within a matter of days, HarborOne implemented Shavlik SCUPdates across their entire network and is now saving countless hours, reducing risk and cost.

BENEFITS:

- Easy and fast to implement
- Integrates with SCCM that provides single workflow
- Reduces workload and allows resources to focus on other projects
- Single way to report

Being the sole member of an IT department (TSG or Technology Solutions Group) responsible for patching 475 PCs and 125 Servers, Ed Bruce, Senior Infrastructure Officer, was fully aware of the high risk that HarborOne faced from client-side, Internet-based exploits if not properly patched. So when the opportunity presented itself, Bruce stopped outsourcing the company's patch management in favor of using Microsoft System Center Configuration Manager (SCCM) to handle the patching chore in-house.

That move quickly took care of deploying updates for Microsoft operating systems and applications but meant that 3rd party applications, i.e., Adobe Reader, Adobe Flash, and Sun JRE had to be addressed separately.

"We have a small department that has 8 members who are responsible for servers, networks, desktops, VoIP phone and application support. I'm always looking for ways to make my job easier," says Bruce.

"It was probably taking me two hours to download, repackage and test each package before deploying it using Software Distribution in SCCM. Then there was an additional two hours to roll out the update. Since it's a separate package, the whole process is separate from our monthly patch cycle which meant another reboot and disruption," explains Bruce.

Bruce knew there had to be a better way. After researching other offerings, HarborOne decided to do a trial of Shavlik SCUPdates. Due to the successful implementation of the trial, within a matter of days, HarborOne implemented Shavlik SCUPdates across their entire network.

"The installation of Shavlik SCUPdates was very easy and we were up and running within an hour," says Bruce. "The most time consuming part of this effort was getting System Center Updates Publisher set up and getting certificates deployed to all our systems using Group Policy. If I had SCUP setup, it would have taken just minutes."

Phased Approach

After implementing Shavlik SCUPdates, Bruce decided to do a phased approach to deploy updates. There are three products supported by SCUPdates that they have deployed company-wide that he initially wanted



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to update; Adobe Flash Player, Adobe Reader and Sun JRE.

"I selected Adobe Flash Player 10.0.45.2 for Internet Explorer for my initial deployment with SCUPdates since I had just deployed an update in January and they came out with another update right after I deployed it. With Shavlik SCUPdates I can deploy these updates as Software Updates in SCCM along with all the other Microsoft patches. It doesn't take a lot of time to download the SCUPdates catalog and import the patch into SCCM using System Center Updates Publisher. Having these updates as part of patch cycle and not having to download and package them will certainly save me time," says Bruce.

After his initial testing, Bruce started deploying updates with monthly patch deployments to PCs. The week after Microsoft "Patch Tuesday" he selected the patches for deployment and sent them out to PCs in phases over two weeks.

Maximizing Investment in SCCM

By using the Shavlik SCUPdates catalog, HarborOne now has a single workflow for deploying updates for both Microsoft and non-Microsoft applications. Because SCUPdates merges patching 3rd party applications within the SCCM workflow, they get a single patch process, single reboot, and single way to report status.

"Things are going very well since we've implemented Shavlik SCUPdates, we now have time to work on projects that have been sitting on the shelf for months," says Bruce.

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