



#### Desired outcomes:

- Automated patching process for highly regulated systems
- Streamlined workflow
- Maintain compliance and supportability

## Case Study: Bio Pharmaceutical

Optio Data was able to meet the customer's goals with a continued, automated patching process to maintain supportability and compliance.

### Technologies used in the solution

- Shavlik Protect
- Microsoft System Center Configuration Manager

### Problem and Action Taken

A large bio pharmaceutical company with hundreds of active servers in operations was looking to migrate from System Center 2007 to 2012 and to implement a new, repeatable process for patching their entire infrastructure. Since the company had not updated System Center regularly, they ran into compatibility issues and security risks when trying to integrate acquisitions with newer versions of System Center.

In order to patch the Windows operating systems on over 400 servers, Optio Data recommended using System Center Configuration Manager (SCCM) and Shavlik Protect for system upgrades. SCCM provides a unified management console and an automated set of administrative tools to

deploy software, protect data, and monitor health across all devices. This simplifies administration by offering improved visibility and enforcement options for maintaining system compliance. The combination of SCCM and the Shavlik Protect patch process allows the bio pharmaceutical company to seamlessly deliver software and updates to all servers and workstations in the organization, including all third-party applications.

### Customer Result

The customer is now in full compliance with a repeatable, automated patching process set in place. They also streamlined their workflow process, becoming more efficient, and cost effective.

*"The technical expertise of their engineering team ensured a desirable result, but more importantly, their entire approach was focused on helping us achieve the business outcome we were looking for."*