



Business Needs

- Integrated security management with granular security control.
- Fast, flexible, and WAN-friendly patch management.
- Real-time spyware detection and remediation.
- Ad-hoc vulnerability scanning.
- Centralized inventory control and reporting.

Solution

- LANDesk® Security Suite

Solution

- Decreased threat exposure by deploying patches overnight rather than over multiple days and by being able to perform on-demand vulnerability scanning.
- Increased efficiencies and control by providing centralized control of patch management, real-time spyware remediation, vulnerability scanning, and inventory configuration management.
- Freed up field services to work on more strategic initiatives.
- Presented a deeper understanding of the overall IT environment.

VCPI

Putting the Care in IT Security

As a Total Solutions Provider that focuses exclusively on long-term care, VCPI is uniquely qualified to assist its clients with every aspect of their business technology needs. Headquartered in Milwaukee, Wisconsin, VCPI supports more than 1,200 client facilities across the United States. The company has designed its technology services to enable long-term care professionals to focus on their patient and resident care rather than the management of complex IT infrastructures and multiple technology vendors. To achieve the ultimate in IT security and protection, VCPI cares for those IT infrastructures with LANDesk® Security Suite.

Fast, Flexible, and WAN-Friendly Patch Management

To help long-term care providers reduce IT-related capital expenditures and operational costs, VCPI provides comprehensive information technology services that save time, improve operations and result in financial gains for its clients. Part of this service includes making sure all of its different clients' 3,500 desktops and servers receive the latest updates and patches from Microsoft in a timely, efficient and complete manner. The sheer number of workstations is just one factor that adds complexity to the operation, but what makes it a real challenge is the fact that these workstations are spread across 1,200 geographically dispersed facilities with varying communication capabilities ranging from 56K to T1 WAN links.

"We are a very WAN intensive environment," says Joe Riesberg, manager of IT security and regulatory compliance at VCPI. "Our previous solution wasn't measuring up to our WAN requirements. We would have to push the patches to every workstation all at once, eating up WAN bandwidth. With the targeted multicast capability in LANDesk® Security Suite, we simply push one package to a single PC at each site and then it distributes the patches to its local peers over the LAN."

LANDesk Security Suite also enables VCPI to schedule patch deployment to meet the timing requirements of its different clients, a capability that its previous solution lacked. "In the past, we would often have to deploy patches during working hours, slowing client productivity," says Dan Jackson Jr, security engineer for VCPI. "LANDesk Security Suite lets us schedule patch deployments anytime we want to. We can schedule installs to happen at off hours, such that when the users come in the next morning, the machines will be patched and they won't know that anything even happened."

For VCPI, some of the most appealing aspects of patch management in LANDesk Security Suite derive from its granular level of control and accurate reporting. "With the solution we used to use, it was extremely difficult to determine which machines received a patch and which machines didn't," says Riesberg. "Not only does LANDesk Security Suite give us a very clear understanding of our patch penetration, but now we can often achieve complete or near-complete patch coverage overnight rather than taking multiple days."

Integrated Security Management

While VCPI first looked at LANDesk® Security Suite for its patch management strengths, the company realized that the solution offered much more than patch management. “When we first did our vendor analysis, the big thing to hit us was the complete integration of the LANDesk Security Suite product,” Riesberg explains. “Looking across the marketplace, it was the only solution that truly integrated its patch management with its security management in one cost-effective management console and a single engine approach.”

“Other vendors rely heavily on third-party or acquired solutions,” adds Jackson. “LANDesk Security Suite is built from the ground up. So, it works the way it’s suppose to right out of the box.” Some of the out-of-the-box integrated components that VCPI leverages to secure its clients’ infrastructures include spyware protection, vulnerability scanning and inventory control.

Even though VCPI had a spyware solution in place before implementing LANDesk Security Suite, it still received a lot of spyware-related support calls. “Up until we found LANDesk Security Suite, we didn’t feel there was a good enterprise-wide solution for combating spyware,” says Jackson. “There are a lot of other programs out there, but they weren’t ever really intended for a corporate business environment. LANDesk Security Suite enables us to centrally manage and protect our entire environment from spyware, giving us the ability to monitor, scan, block, and autofix spyware in real-time.”

Also integrated into the LANDesk solution is the ability to do vulnerability scanning, a capability VCPI looked to third parties for in the past. “Now we have the ability in-house to scan for security vulnerabilities based on our unique security needs,” says Riesberg. “Whenever we feel that our risk posture or threat level has been raised a bit, we can immediately scan for vulnerabilities. As with all the other aspects of the solution, LANDesk Security Suite gives us greater control and higher levels of efficiency.”

A Nice Surprise

One of the greatest benefits that VCPI receives from LANDesk® Security Suite comes from an area that it didn’t really expect. “LANDesk Security Suite has very strong inventory control,” says Riesberg. “We didn’t foresee it, but it has ended up having the biggest impact and providing the biggest benefit.”

The solution enables VCPI to see very quickly how many computers a specific client has, as well as what the make up of each of those computers is, such as OS versions, processors, memory, applications and other hardware and software details. With the ability to remotely gather this type of inventory detail from within the LANDesk Security Suite console, VCPI no longer has to send field engineers on-site to do it, a practice that expended significant time and resources, while also interrupting client productivity.

Whether it’s to evaluate the need for PC refreshes, facilitate software license compliance, or verify OS version levels, a simple query in LANDesk Security Suite returns a report that enhances VCPI’s ability to support and manage its clients’ IT infrastructures. Also, the solution’s granular control enables reports to be segmented and distributed to VCPI team members based on their roles and responsibilities. “Our team members don’t have to wade through information that doesn’t apply to them,” says Riesberg. “But more importantly, they only have access to the information that is necessary for their role, enabling us to stay in compliance with HIPAA.”

“By being able to direct patch management, spyware remediation, vulnerability scanning, and inventory control from a central interface, LANDesk Security Suite has helped VCPI reach greater levels of security control and efficiency,” says Riesberg. “It’s a great product and LANDesk is a great partner.”



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