



## Cairncross & Hempelmann

### Law Firm Ranks Reliability Among Most Important Criteria for Security Patch Management



At the law firm of Cairncross & Hempelmann, P.S., client problems are treated with special care. This approach is the essence of the firm and key to its operation. To further this end, the firm has consciously invested in an IT security infrastructure that effectively complements its roster of attorneys, administrative staff, and clients. While smaller than their national peers, the Seattle-based firm was nothing less than discerning when it decided to reexamine and implement a proven security patch solution for its network infrastructure needs.

#### The Challenge

Finding the Right Security Patch Management Solution Cairncross & Hempelmann had already experienced the downside of manual patching. As the Cairncross director of technology explains, "Initially, we tried a manual approach, but as the patches became more and more frequent, this approach proved absolutely unworkable. We then opted for one of the other patch management products offered on the market, but soon discovered a lot of problems with the product's reliability."

As most IT security professionals are well aware, reliability and accuracy are critical factors in choosing an automated patch management solution. Why? Because without knowing that the patches that have been tested and selected for distribution are being accurately pushed out and installed, the automated patch management solution isn't worth a dime. And in fact, can become more of a liability than an asset.

The first agent-based patch management product Cairncross selected just wasn't making the cut. The director of technology explains, "We would apply patches using this tool and yet the next time the computer was scanned the tool would tell us the patch was still needed. Also, we experienced problems where a patch process would be running on the computers but it would never actually complete the process. This was time-consuming and frustrating as we would have to go to each of the computers and manually kill the patch process."

With dissatisfaction mounting, Cairncross & Hempelmann immediately returned to researching options and found that PatchLink's security patch and vulnerability management product was considered one of the most well respected solutions on the market today.

#### PatchLink Update™: Leading By Example

With a long list of industry awards to its credit and dedicated engineering experience supporting its evolution, PatchLink Update™ has led the patch and vulnerability management space for years.

Powerful industry relationships with Fortune 500 organizations like PricewaterhouseCoopers, Microsoft and Novell, among others, impressed Cairncross and influenced them to evaluate PatchLink Update. Notes Cairncross director of technology, "We found out quickly that PatchLink Update did everything the company said it would as a possible solution. PatchLink's security patch management solution



met our rigorous enterprise requirements, and was problem-free and easy-to-use.”

“The fact that we can now securely detect, deploy and defend our company using PatchLink Update from any computer connected to the Internet has not only given us newfound flexibility but has also allowed us, for the first time, to implement a truly proactive patch management program,” notes the director of technology at Cairncross.

Cairncross & Hempelmann’s Software and Computer Transactions practice brings together a variety of practices to successfully address the special needs of companies who deal in computer software and hardware transactions. To this end, it is very important that the firm also engages in secure IT practices. “There is no better way to communicate the importance of securing and protecting information assets than by starting at home base,” states the director of technology. “If you can demonstrate best computer and software practices from inside out, clients more readily trust the advice of our attorneys representing them.”

**TIME IS MONEY: Centralized, Automated Patch Management Is a Must**

“We have saved tremendous amounts of time by having a centralized tool for patch management. This approach has also helped to ensure that Cairncross & Hempelmann’s systems, which are primarily Windows-based, are as protected and secure as they can be,” the director of technology remarks. Gartner Analyst Mark Nicolett explains that due to the widespread breakout of worms like Sasser and MBlast, the cost of using Windows systems is increasing for most companies, large and small. Furthermore, Nicolett notes that any enterprise that is dependent on Windows must invest in a means to patch faster.

With this said, Cairncross & Hempelmann might not be the largest law firm in the U.S., but its attorneys and clients can be confident in knowing that their digital assets are protected 24x7x365 by the most mature and proven security patch management solution on the market today.