**Is COVID-19 the much-needed catalyst for adoption of Patch Management As-a-Service?**

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**Hello everybody and welcome to the HCL Podcast on Hybrid Cloud Services. This is Anant Bharadwaj, Group Manager I'll be briefly talking about how COVID-19 is playing a role of much needed catalyst for adoption of solution to mitigate risk and vulnerability challenges in cloud?**

So, let's get started.

Considering the current global situation with COVID-19 it's easy to foretell choices. Every business is fraught with how to "keep their lights on" coupled with safety of workforce and customers, so there's no second thought to hold back on planning for the road to recovery. New vulnerabilities are discovered every day and unpatched systems are one of the easier attack vectors for cyber-criminals to take advantage of. As per leading analyst firm by 2022, approximately 30% of enterprises will adopt a risk- based approach to vulnerability management. Before COVID-19, organizations had some sort of server patching mechanism in place to test a patch before it is released or apply a hot-fix to something that is broken to control any changes to their infrastructure, processes and security.

**The first question that pops up in mind is: Has COVID 19 really triggered the need for more robust solution around cloud Security?**

Yes, definitely it has, one of the prominent challenges that IT admins face is to keep systems always patched against identified and emerging vulnerabilities. More emphasis has been laid on using technology solutions that enable speed, flexibility, insight and innovation to battle this precarious situation. Enterprises usually have one or more complex tools that cover only a limited portion of their systems and even can take days or weeks to remediate. No single company is doing it right or wrong but If you delay further then you might end up paying much more for the clean-up hence the need for enterprises to adopt hybrid cloud by enabling as many applications to cloud rises to the forefront.

As this global transition continues, server patch management across the globe turns out to be more trickier. To comprehend the situation better questions like:

- Are you always Compliant?
- Do you have single pane of glass to support diverse systems and 3rd party applications
- How do you bring in automation and orchestration around patch management?
- How to support complex environment spanning across on-premise, public cloud like AWS, Google, Azure.
- How to get complete Visibility for faster and more effective decision making
- How to reduce CAPEX and OPEX.

All these questions Needs to be answered and subsequently we need do a gap analysis to figure out the maturity of an existing solution and help our customers define a clear roadmap.

**Coming to the second question how do you combat such a precarious situation and be future ready, in-fact turn that into a Leap**

In response to COVID-19 as companies realize the worth of being able to scale up at a moment's notice with the cloud are also witnessing challenges in maintaining the up time and compliance across complex hybrid environment. This may require organizations to think through the broader impacts of digitalization and digital transformation to address dynamic business needs without creating unnecessary security risk. This will be a key requirement to become more resilient and sustainable to drive business continuity in the future. As per recent study of "Impact on IT services spending": SAAS
and pay per use solutions are the order for the day". The longer COVID19 lasts the more difficult financial decisions organizations needs to take to cut down the overall IT spend, hence there is a need for more agile world than ever before, perhaps it's time to replace some of the fragile middleware that has been holding back digital transformation plans. In order to complete the jigsaw puzzle you need to have the right patch management framework at your disposal covering services like assessment, advisory, build, design, migration, delivery, expansion and advance reporting. The solution will enable adaptive security for increased digital footprint with unbroken view of IT landscape, making business disruption proof from such crisis.

**And finally, How hybrid cloud services helps to cater the right solution to the customers**

HCL's Hybrid cloud services offer business-ready, fully automated patch management platform for enterprise with Plug-and-play mechanism with complete control to support highly scalable environment. It is a holistic framework that offers comprehensive, effective billable service to an end customer based on a subscription model that manages IT/Security & compliance in real-time across the globe.

It delivers **closed loop** patch automation solution with advance reporting including pre-and post- patching activities there by automating the entire workflow resulting in faster turnaround time and reduced FTE efforts up-to 60% constructing it easy to operate and scale.

The Solution addresses the much-asked capabilities in the market like:

**Dynamic Discovery by** displaying all relevant Patches for non-compliant systems across the IT landscape.

**It offers Extensive Pre-Testing with Expertise** to avoid any unforeseen business consequences and provide service continuity at all times with rollback mechanism if required.

**It Helps to prioritize and do Effective scheduling b**ased on patch rating whether it is critical, high, moderate or low for each operating system.

**It Perform Continuous Patch Deployment** by **delivering 98+ percent first-pass success rates**—and cuts down operational costs by nearly 30%.

Delivering benefits like

**Unified  management**

**across  hybrid  cloud.**

**Advance Analytics**

**Reduce CAPEX and OPEX**

**And Improved Business Agility**

To accelerate customers digital transformation seamlessly.
As they say, "a man who does not play with a dice will never get a six". So, I see this as an opportunity for us to handhold our clients with a greater sense of assurance in the capabilities that we offer in the hour of crisis and help them sail through the difficult situation by focusing on Agility, Flexibility, Visibility and Streamlined operations that act as most powerful weapons for businesses to respond effectively and decisively.


That's it for today.

Once again, this is Anant Bharadwaj And I

thank you for your time. And before you go,

do share your feedback

**Have a good day. Stay safe. Stay healthy.**