

COMPARISON Responses to Key Patch Issues					
Summary of how seven automated patching vendors responded on key issues presented in an RFP of a hypothetical company.					
Vendor	Accurate identification, validation and remediation of failed patches	Patching remote devices	Minimal impact on production	Intelligence-gathering, analysis and testing	Comprehensive reporting
BigFix BigFix Enterprise Suite www.bigfix.com	Agent keeps current data; comprehensive system checks; automated retry.	Remediates upon network connection; policy-based bandwidth throttling.	Relays reduce overall enterprise traffic; policy-based distribution control.	“Exhaustive” testing on variety of platforms and configurations.	Detailed real-time view of assets; Web-based packaged and custom reports.
Citadel Security Software Hercules www.citadel.com	Third-party VA scans; checks device before remediation.	Optional ConnectGuard endpoint security access control, remediation	Scheduling options and role-based access control.	Tests patches against know affected platforms.	High-level snapshot of remediation activity; variety of reports.
Configuresoft Enterprise Configuration Manager www.configuresoft.com	Accuracy based on “verified system settings,” changes made by patch.	Clients push data on network connection and remediate.	Group scheduling; delayed reboots.	Analyzes and tests patches, provides templates mapped to best practices.	380 reports and executive-level dashboards; customizable.
Everdream Everdream Patch Management www.everdream.com	Agent scanning and query-building; exceptions reporting; asset inventory.	Bandwidth throttling; low bandwidth requirement; scheduling.	Bandwidth throttling; scheduling.	Analyzes Microsoft ratings, makes recommendations.	Reports include asset inventory, critical missing patches, exception handling.
PatchLink PATCHLINK UPDATE www.patchlink.com	Comprehensive Patch Fingerprinting; automated remediation and reinstallation.	Automated update on network connection; local distribution points.	Distribution points; reboot control; “chaining”--one reboot for multiple patches.	Testing of 250 configurations of hardware, OS and application.	User-defined real-time reports on trends, statistical analysis, enumeration, etc.
St. Bernard Software UpdateEXPERT www.stbernard.com	Checks registry, file, signature checksum etc.; agent or agentless scanning.	Scheduling; on-connection remediation; bandwidth throttling.	Bandwidth throttling; multiple patch sources; scheduling.	Test patches for prerequisites, deployability and OS requirements.	C-level and administrator reports on machine status and policy conformance.
Shavlik Technologies HFNetchkPro www.shavlik.com	Microsoft-centric engine, updated XML data; agent or agentless scanning.	Automated bandwidth throttling; distributed patch servers.	Bandwidth throttling; distributed patch servers; delayed reboots.	Tests basic patch installation.	21 executive and detail reports; exportable in multiple formats.