ManageEngine

Gupshup

reduces 60 percent effort in

patching servers

with

Patch Manager Plus

gupshup

Handling over 4.5 billion messages per month, Gupshup is a pioneer in the smart messaging platform. With its cutting edge work in building omni-channel messaging API, advanced bots, and mobile marketing tools, Gupshup has enabled over 36,000 businesses across the globe to build engaging conversational experiences across channels like SMS, WhatsApp, Facebook Messenger, Twitter, and so on.

Challenges Faced

In April 2016, Gupshup launched one of the first chatbot building platforms (Gupshup.io) in the world. This platform caters to over 25,000 developers and has 30,000 chatbots across 22 different channels like Twitter, Facebook Messenger, and others.

Due to a large increase in business, the IT overhead also increased significantly. The IT administrators responsible for operations in India started bearing the brunt of this change. The amount of time invested to keep over 200 servers patched and secure started eating into the time allocated for other administrative activities. Additionally, the task of testing updates and patches before deploying them manually to all the servers required enormous amounts of time and effort.

Solution

To cut down on the time spent manually patching all the servers, Gupshup started looking for an automated patch management tool and found ManageEngine's Patch Manager Plus.

Discussing the journey Gupshup took to find Patch Manager Plus, Shraddhesh Rao, Senior System Analyst at Gupshup India Pvt. Ltd., said, "We were looking for a completely automated patch management solution online and chanced upon Patch Manager Plus. Our demo session pretty much sealed the deal for us."

Automated Patch Management

With Patch Manager Plus, Gupshup has automated the deployment of packages and patches to its servers. In an environment consisting predominantly of Linux servers, Patch Manager Plus is viewed as a lifesaver at Gupshup.

Previously we would have to go to each server and install the packages manually. With Patch Manager Plus, we are able to detect the packages and install them automatically all at once.

Shraddhesh Rao
Senior System Analyst at Gupshup India Pvt. Ltd.

Patch Manager Plus' Automated Patch Deployment (APD) feature enables IT admins to set an APD task that contains the required OS-related security patches and supported third-party application patches. Setting up the APD task is a one time job and the task is executed repeatedly every time a missing patch that matches the description in the APD is detected.

Test and Approve Patches

To assure that the released patches don't cause any misbehavior in the work environment, Patch Manager Plus provides a completely automated test and approve feature. IT admins can form a pilot group of systems and test the patches on these systems before deploying them in bulk.

Flexible Deployment Policies

Since Gupshup uses Patch Manager Plus to patch and manage servers, deployment policies that can be tailored according to working hours was one of its major requirements. Patch Manager Plus satisfies this need and allows system administrators to have multiple custom-made policies corresponding to their patching requirements. The option to map these policies to various APD tasks further eases the patching process.

"It's great that we have options to deploy packages and patches to all our servers at our convenience using the flexible deployment policies offered in Patch Manager Plus," said Rao.

Conclusion

With Patch Manager Plus, Gupshup's struggle to ensure the security of its endpoints has diminished, and the company has exponentially decreased server patching time. Patch Manager Plus has helped Gupshup ease and streamline its patching process in a cost-efficient manner without compromising on any features.

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> *Its a fabulous tool and I love using it. They are constantly improving and adding features to the tool*

Shraddhesh Rao
Senior System Analyst at Gupshup India Pvt. Ltd.

About Patch Manager Plus

ManageEngine Patch Manager Plus is a complete, automated patch management solution that helps to patch and manage thousands of servers and workstations from a central console. Patch Manager Plus packs an array of impressive features like automated patch management, cross platform support, test and approve patches, custom-made deployment policies, decline patches, robust reboot, and reporting capabilities into a single solution. It has helped thousands of organizations around the globe to cut costs on IT infrastructure, achieve operational efficiency, improve productivity, and combat network vulnerabilities. For more information about Patch Manager Plus, visit manageengine.com/patch.

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