

# Strengthening the Patch Validation Process Using Robotic Process Automation

## Client Overview

The client needed to fortify its patch update workflow in order to minimize vulnerabilities in its workflow.



## The Challenges

A patch is a software component that needs to apply to an existing software asset to correct any known issue. Patches are provided by the software manufacturer mainly through their websites.

- Human effort is required to periodically check for available patches
- Having missing patches might make the software—and the security system—vulnerable.

The existing process used by the client to check for and implement patches is inefficient and introduces unnecessary vulnerability.

## The Solution

InfoPeople determined that an automated bot could streamline the patch validation process.

- The software robot reviews patch websites to identify the latest patches and corresponding information on impact, severity, affected products, description, etc.
- The bot would produce a report detailing the latest patches relevant for each software.
- It would then notify the software stakeholders about the available patch and the analysis reports, then it would proceed to install the patch.

## Outcomes Delivered



80% Reduction in TAT



90% Reduction in Manual Effort



100% Accuracy