



KERNELCARE  
ENTERPRISE

proofpoint.



## CASE STUDY

# Proofpoint Minimizes End-User Disruptions & Simplifies Patch Management with KernelCare Enterprise



[www.tuxcare.com](http://www.tuxcare.com)

# Summary

Seeking a solution to shrink their patching workload and reduce the need to reboot their servers, Proofpoint turned to TuxCare's KernelCare Enterprise live patching solution. Now, the company is able to patch without rebooting using a product that integrates seamlessly with their existing technology stack – minimizing disruptions for their customers.

## Industry

Cybersecurity, Compliance

## Region

Global

## Founded

2002

## Headquarters

Sunnyvale, California

“KernelCare takes the ambiguity out of the process and makes patching systems not the chore it once was.”

- Ed Fortune, Principal Engineer, Cloud Architecture

# The Challenge

Proofpoint is a leading cybersecurity and compliance company that protects organizations' greatest assets and biggest risks: their people. With an integrated suite of several cloud-based solutions that target various aspects of cybersecurity, Proofpoint helps companies around the world stop targeted threats, safeguard their data, and make their users more resilient against cyberattacks. Leading organizations of all sizes, including 85 percent of the Fortune 100, rely on Proofpoint for people-centric security and compliance solutions that mitigate their most critical risks across email, the cloud, social media, and the web.



For Proofpoint, cybersecurity is extremely important. Their customers rely on the organization to provide robust and comprehensive security solutions. In fact, no other cybersecurity partner is trusted by more Fortune 500 and Global 2000 organizations to protect their valuable assets, people, and data.

“As our customers’ trusted cybersecurity partner, we are committed to providing them with the highest level of protection against today’s advanced threats. As such, our clients rely on the availability and reliability of our services, and any disruptions or downtime can have severe repercussions for their business operations, reputation, and, ultimately, bottom line,” says Ed Fortune, Proofpoint’s Principal Engineer of Cloud Architecture.

To offer their industry-leading solutions, Proofpoint needs to run a massive fleet of servers. With that comes the challenging task of not only keeping those systems running smoothly, but also keeping up with vulnerability patching – which can be a hassle to orchestrate.

“Complying with system patching and scheduling reboots can be challenging and time-consuming, especially when coordinating with customers.”

## The Solution

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To simplify and modernize their patch management approach, Proofpoint began looking for a live patching solution – which would enable them to deploy the latest patches without needing to reboot, schedule downtime, or coordinate a scheduled maintenance operation with other stakeholders.

The team at Proofpoint evaluated a number of live patching products and decided to go with TuxCare’s KernelCare Enterprise because “only TuxCare live patching is easy to adopt and maintain for the service lifecycle of the operating system.”

The installation process for KernelCare Enterprise was quick and easy: “It was straightforward to implement. Configuration management was simple, with just an RPM install and some configuration options set down automatically.”

KernelCare Enterprise is designed to work with any organization’s current technology stack, integrating with several popular vulnerability scanners, automation tools, and more. Like most TuxCare customers, the team at Proofpoint was pleased with how seamlessly KernelCare Enterprise fits in with their existing infrastructure.

“It integrates easily with any configuration management tool. KernelCare does an excellent job of not increasing the complexity.”

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**There are instances where restarting or disconnecting a system is inconvenient. This tool enables safeguards without causing any disruptions. ”**

# The Results

Since the moment of integration, Proofpoint has enjoyed a positive experience with their TuxCare live patching technology. According to Proofpoint, KernelCare Enterprise allows for a consistent response to vulnerabilities without disruption from reboots.

“KernelCare is a great way to prevent the need for constant reboots every time a kernel vulnerability is found. You should still schedule regular reboots and kernel updates, but this software will keep you patched until then.”

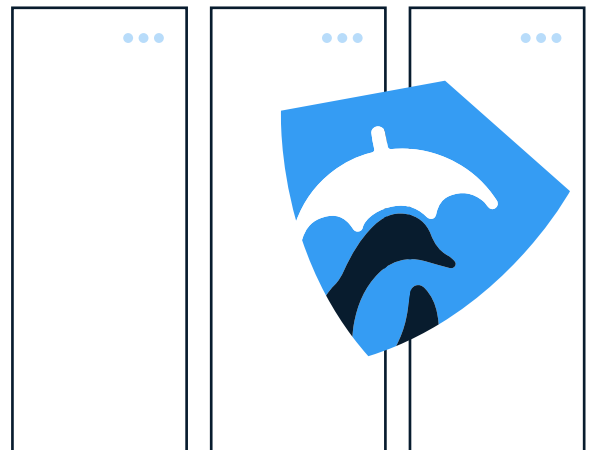
Now, patching is significantly less of a burden and isn't the hassle it used to be for the team at Proofpoint.

“KernelCare takes the ambiguity out of the process and makes patching systems not the chore it once was.”

Not only is the patching lifecycle significantly less of a chore, but also less disruptive – which is a major plus for both Proofpoint and its customers.

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**“TuxCare services allow for faster, more consistent, and easier updates. Any customer of KernelCare will see value almost immediately.”**



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**Eliminating the need for reboots ensures that systems stay protected without interrupting our clients. It also enables adopters to simplify and streamline internal processes for consistent updates across fleets of systems.”**

# Why TuxCare?

With TuxCare's family of enterprise Linux security solutions, organizations can automate vulnerability patching, minimize downtime, keep their applications secure and compliant, and get support from a team that knows Linux security best – covering their entire Linux estate, including most popular distributions, end-of-life systems, devices, libraries, and much more.



With the **KernelCare Enterprise** live patching solution, teams can put patching on autopilot for most popular distributions while avoiding downtime, disruptions, and unnecessary maintenance windows.



**Extended Lifecycle Support (ELS)** enables organizations to continue securely using Linux distributions and software languages that have reached end of life or no longer receive standard security support – delivering vulnerability patches for unsupported versions of CentOS, CentOS Stream, Ubuntu, Debian, Oracle Linux, PHP, and Python.



Our **Enterprise Support for AlmaLinux** offers the commercial support your business needs with break/fix support, automated live patching, extended security updates, continuous compliance, and pay-as-you-go hourly support bundles – giving you access to skilled AlmaLinux security experts whenever you need them.



With **SecureChain for Java**, companies gain access to a single trusted repository of independently verified and vulnerability-free Java packages and libraries, fully compliant with the NIST Secure Software Development Framework – so they can continue to innovate while maintaining the security of your applications.



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[www.tuxcare.com/live-patching-services](https://www.tuxcare.com/live-patching-services)

