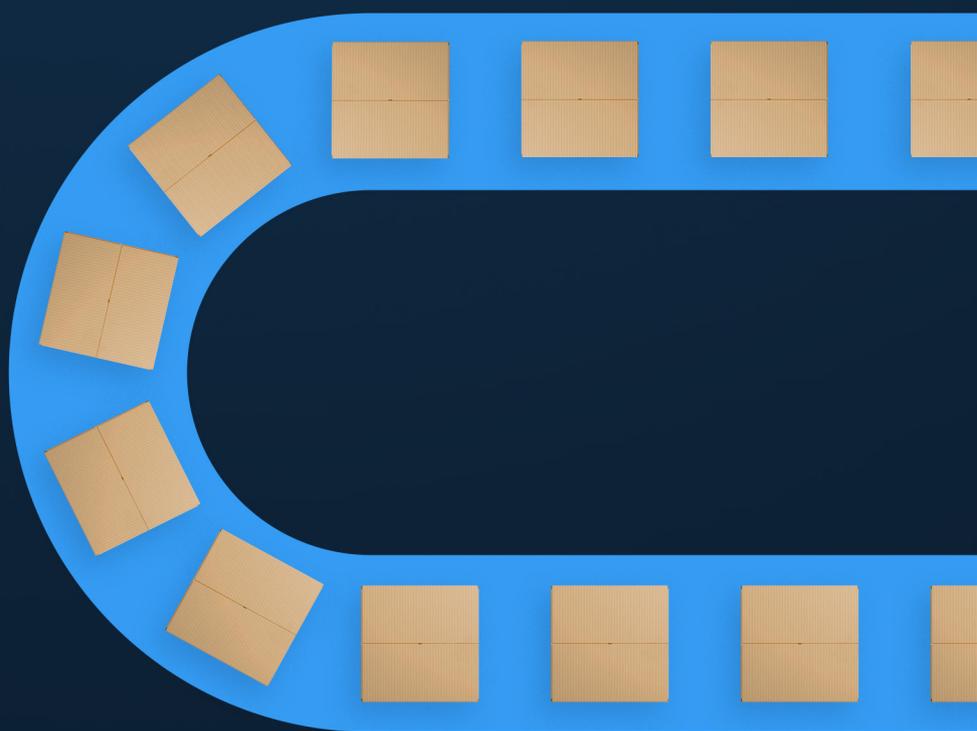




CASE STUDY

# e2open Minimizes Risk & Eliminates Downtime with TuxCare



# Summary

After implementing KernelCare from TuxCare, supply chain management software provider e2open is now able to patch vulnerabilities without system reboots, accelerate security patching timelines, more easily remain compliant, and provide uninterrupted service to its global client base.

<b>Industry</b> Supply Chain Software	
<b>Region</b> Global	<b>Founded</b> 2000
<b>Headquarters</b> Austin, Texas	

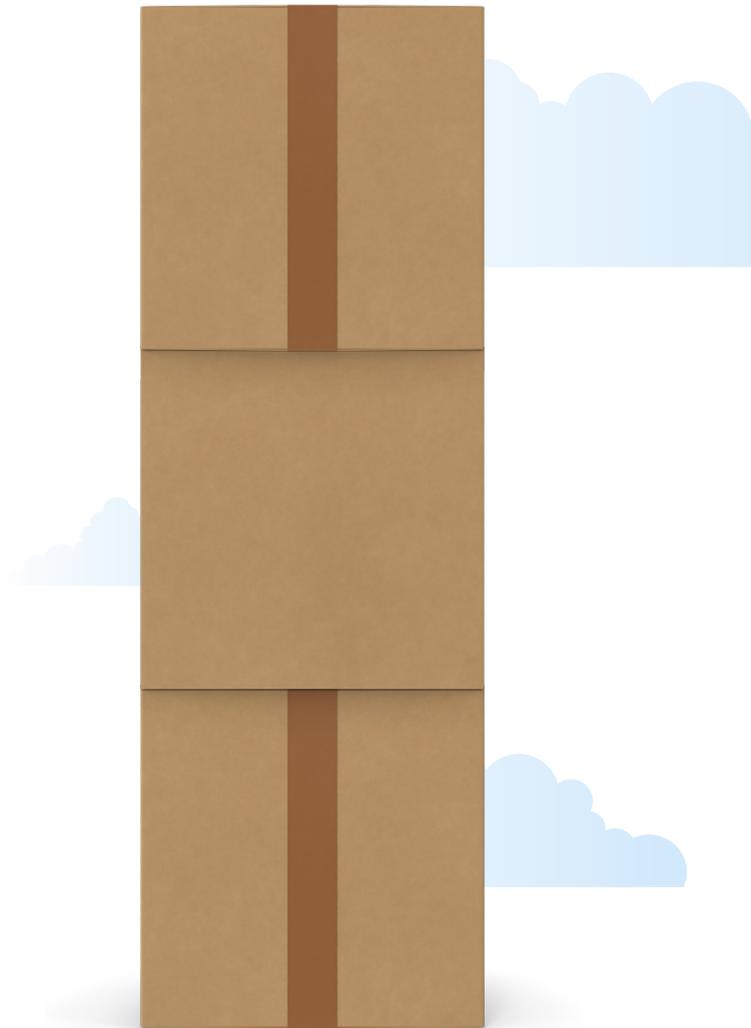
# The Challenge

e2open provides a cloud-based connected supply chain platform that enables organizations in numerous industries to digitally transform their supply chain management – helping their customers improve efficiency, drive profitability, reduce waste, and operate sustainably.

With today’s supply chains more complex, expansive, and reliant on external partners than ever, the e2open platform helps the world’s largest companies transform how they make, move, and sell goods and services more productively while mitigating risk.

Part of e2open’s dedication to its global customers is to their data privacy and security, for which it meets a number of industry compliance standards – like ISO 27001, CCPA, GDPR, and more. Another major component of its commitment to protecting its customers is ensuring that its platform and services remain reliable and resilient.

With a need to minimize the possibility of system downtime or service interruptions while keeping its data safe from new vulnerabilities, e2open began searching for a patch management solution. After evaluating several vendors and solutions, the organization decided to go with TuxCare.



# The Solution

To keep its global supply chain platform automatically updated with the latest security patches, e2open implemented TuxCare's automatic live patching solution -- KernelCare.

With this solution, e2open is able to automate the application of Linux vulnerability patches as soon as they're available, but without needing to perform a system reboot or wait until a scheduled maintenance window. This waiting period would have previously left the organization temporarily vulnerable and non-compliant until the patch was applied.

In addition, KernelCare works on all the major enterprise Linux distributions, and offers seamless interoperability with vulnerability scanners, security sensors, and automation and reporting tools that e2open already uses.

# The Results

Today, KernelCare live patching is vital to e2open's serviceability to its global clients, and the organization is delighted with TuxCare's service, support, and pricing model.

TuxCare continues to provide e2open with security and code updates for nearly 7,900 Linux hosts supporting their client-facing critical applications -- all executing consistently without failure or service interruptions. Moreover, by applying security patches as soon as they're available, e2open can more easily maintain its various compliance certifications.

By providing the organization with the ability to deploy the latest Linux security patches without rebooting or waiting for scheduled maintenance periods, e2open can continue to modernize its global client base's supply chain management while providing them with secure, continuous service.



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# Why TuxCare?

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Waiting to apply security patches until you're ready to restart systems and devices is leaving your organization vulnerable and putting your compliance posture at risk. TuxCare's live patching solutions protect your Linux systems by rapidly eliminating vulnerabilities with no need to wait for maintenance windows or downtime. With TuxCare, IT teams can automate the process of taking new patches through staging, testing, and production on all popular Linux distributions.

TuxCare features flawless interoperability with vulnerability scanners, security sensors, and automation and reporting tools, as well as our ePortal management platform – a dedicated private patch server that runs inside your firewall on premise or in the cloud. TuxCare is the only provider that can live patch virtually all vulnerabilities in kernels, shared libraries, virtualization platforms, and open-source databases across all popular distributions.

Learn more at: <https://tuxcare.com/live-patching-services/>

**CONTACT A TUXCARE EXPERT**

