braincon
IT-EXPERTS. NOTHING ELSE.

bcEvergreen

The enterprise and ITIL-compliant framework for automatic updating of NetScaler systems

We patch, you focus on your business

Do you want to win the race against cyber threats with us? Then proactive patching is the secret weapon that turns your IT infrastructure into a solid fortress. No more running after the truth, forever! With our world premiere innovation NetScaler Instant Patch, you can always stay one step ahead and stop security gaps before they even occur. This means less downtime, less risk and more security for your data and the business.

Actively ensure your NetScalers (and Gateways) are up-to-date! Let's work together taking your digital security strategy to the next level. We'll patch your NetScaler even before you find out from the major known sources that there is a new release available. You no longer have to validate reality on a day by day base - just sit back and relax.

Leveraging our bcEvergreen service for NetScaler, we integrate seamlessly into your operational processes and IT structures and do not need to change existing configurations. Automatic notifications, alarms and integration with your existing monitoring instruments are a matter of course. Or even new possibilities: in future, your mobile app will automatically notify you in the same minute when a new patch is available and while we have already started negotiated upgrade procedures. This usually means that you are already protected before the security newsletter arrives or the relevant editorial pages raise the alarm. Welcome to the journey through time that we have prepared for you.

The Challenge

The NetScaler is constantly exposed to threats in public facing scenarios. Since CVE 2019-19781 at the beginning of 2020, it has been known what consequences can be caused by a lack of patching measures. Experience has shown that time-critical action is a decisive criterion for protecting yourself against exploitation.

Time is money - and time plays an important vector in any exploitation. With bcEvergreen you have the ultimate tool at hand to ensure your NetScalers are always up to date.

We understand that your processes and given operational conditions must be respected. Change management and the handling of monitoring systems are processes that may cause a challenge to automated patching. We have taken these circumstances into account for you in detail so that bcEvergreen is a perfect match for your requirements.

Want to patch your NetScalers faster than the competition? We can help you with this.

- NetScaler is subject to constant threats.
- Lack of patching measures increases the risks.
- Fast patching significantly increases security.
- Individual processes and framework conditions must be respected for automated patching.

Our service offering

You will receive a framework that provides the NetScaler update process for you in a fully automated manner. Immediately after a patch is released by the manufacturer, the framework updates your appliances fully automated. Do you want to achieve an „Instant Patch" scenario? bcEvergreen fulfills exactly this expectation of being already patched before anyone else has become aware of it in the conventional way. This allows you to sit back, relax and concentrate on your core business.

We have developed suitable solutions for all your requirements. We have established an approval process for you that even supports ITIL-compliant patching. The handling of your monitoring is seamlessly incorporated into the automated patching processes. If your monitoring solution offers the possibility - e.g. via webhook - to put your enterprise backends into a maintenance

mode, we can easily trigger these actions, too. We also provide a status feed, which provides the necessary details on JSON basis for integration into your own dashboards.

In order to document the processes, it is possible to report any activities - not only in the classic way by e-mail, but also in a wide variety of message categories such as communicating the health status of the framework. Activities can be informed in detail to your operations team as well as providing user-friendly notifications about an upcoming maintenance to your users via teams channel. Leveraging and coordinating pre- and post-activity actions, we can adopt to any choreography perfectly.

Take part in the fascinating experience that bcEvergreen will offer you. Fully automated our framework will patch your NetScaler environment faster than the manufacturer's newsletter about a critical CVE makes it into your inbox. Enjoy the moment when your CISO panics and asks you to patch when a NetScaler CVE has been announced and you can answer calmly: already done!

- You will receive a framework that fully automates the NetScaler update process.
- bcEvergreen allows you achieving an „instant patch" scenario.
- Your appliances are already patched before the information has been distributed in the traditional way.
- Custom requirements can be implemented.
- ITIL-compliant patching, with support for approval and release processes on request
- Complete documentation of all patching activities
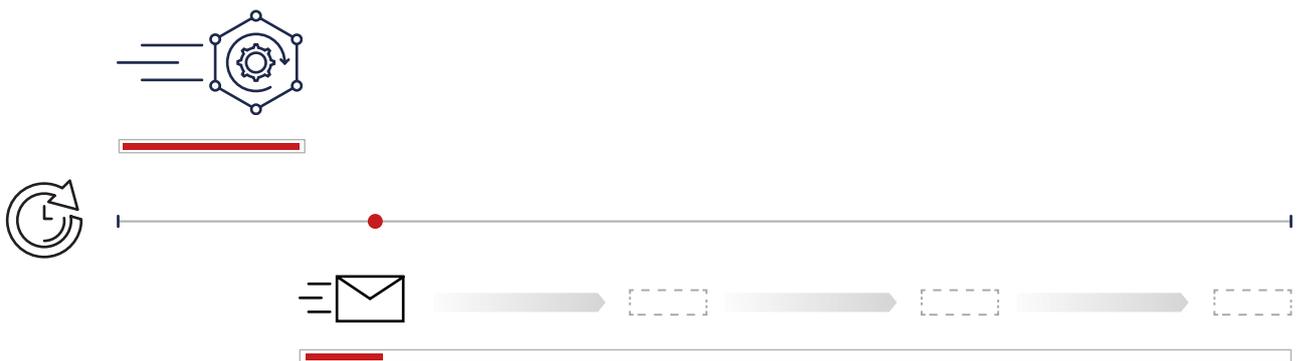
Before you even know about a security-relevant patch, you are already well protected – fully automated and without spending time and resources.

For more information on prices and testing options, please contact us.

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bcEvergreen

Features & Pricing as per 02/2024

	Basic Edition	Professional Edition
Feature differentiation		
Updates per term month	unlimited *(within the technical limits of the system)*	unlimited *(within the technical limits of the system)*
Scheduling options / "Instant Patch" modes	+3hrs / UTC timing on the hour, and DualStage for the second node immediately after the first or +24hrs	all combinations available in the service, especially including „immediately", „weekend", „non-weekend", etc.
ITIL approval mode	No	Yes
Site integration (such as hypervisor VM snapshots)	No	Yes
JSON feed (e.g. mobile alerts via 3rd minute all party apps options, integration with existing customer dashboards, etc.)	Minimal	All available service metrics
Basic Support	Available through bcEvergreen-Portal (Webform)	
Priority Support (Jira Service Desk)	for customers with an active bcSupport or bcManaged contract	
Controlplane service availability	99,5%	99.5%

Pricing per OrgID

No corporate combinations, no mixed-up cloud control combinations

	Basic Edition	Professional Edition
first instance (standalone-node or active/passive-pair) *The count „first", „second" refers to per edition*	150 € / p.M. *Only annual contracting*	350 € / p.m. in quarterly contracting 300 € / p.m. annual contracting
from second instance (standalone-node or active/passive-pair) *The count „first", „second" refers to per edition*	120 € / p.M. *Only annual contracting*	200 € / p.m. in quarterly contracting 175 € / p.m. annual contracting
Mixed orders, volume ordering	mix & match available *(Quoting for SDX and HMC expansion upon request)*	

	Basic Edition	**Professional Edition**
Incentives		
Risk-free kickstart	Free operation up to and including the month in which an update was rolled out via bcEvergreen for the first time (plus setup fees)	Free operation up to and including the month in which an update was rolled out via bcEvergreen for the first time (plus setup fees)
Setup fees		
ControlPlan (Agent, Profile, Credentials, CloudAccessKey)	SelfService or according to efforts: (ca. 0,5-4hrs) 200 € / hrs	SelfService or according to efforts: (ca. 0,5-4hrs) 200 € / h
Setup Site Integration (Snapshots, Alerting)		according to efforts: (ca. 1-2hrs, probably more in case of customizations) 200 € / h
Billing and Termination		
Contract types	Only annual contracting	Annual or quarterly contracting
Billing	quarterly to the middle	quarterly to the middle
Termination	4 weeks to the end of the contract, otherwise extension for another year	4 weeks to the end of the contract, otherwise extension for another quarter (for quarterly contracts) 8 weeks to the end of the contract, otherwise extension for another year (for annual contracts)