

Browsium Case Study: Pfizer

Pharmaceutical giant saves \$2.5M, 18 months and increased security using Browsium solutions to manage web application challenges



Pfizer, with its global enterprise environment of over 100,000 PCs was looking to migrate thousands of web applications to a modern Windows and browser platform. Along with ensuring compatibility for traditional executable applications, Pfizer needed to ensure Web Application issues were properly addressed. Resolving those issues would require a web application inventory assessment, complete listing of dependency issues and the tools to address issues before, during, and after the migration process. Browsium's browser management platform was selected to achieve this goal.

Situation – 100,000 PCs blocked from migration by Java issues

Prior to their migration project, Pfizer's world-wide operation had approximately 100,000 PCs running Windows XP with IE8. With a modern desktop transformation migration planned, Pfizer was faced with thousands of web applications which needed to migrate to this new environment. Knowing this move represented significant application testing and re-testing to ensure compatibility with the new web browser and no downtime for business-critical and standard use applications – with the possibility some applications would require rewrites with even more testing – Pfizer initially considered a virtualization solution.

On top of this already enormous task, Pfizer was all too aware of the compatibility and security challenges they faced with legacy and current versions of Java and their associated security patch cycles. Prior to working with Browsium, Pfizer conducted extensive regression testing on each legacy version release of Java to ensure proper application performance. With thousands of applications to remediate, and the regular Java security update cycle (at least once per quarter) Pfizer was eager to find a way to avoid the repeated costs and time required to validate thousands of regression re-test cycles while still maintaining a secure IT environment and optimum performance of all

applications.

One of the overall challenges faced in the desktop transformation project was the lack of visibility into web applications overall. Unlike their traditional executable applications, existing desktop management tools did not provide visibility into anything running inside the browser. Along with the ease at which web applications can be deployed, Pfizer was 'in the dark' about which employees used which web applications, what those application dependencies were, and how those web applications were accessed. Without that information Pfizer would have to operate on assumptions during the migration and plan to clean up loose ends later.

As part of the desktop transformation effort Pfizer had recognized a longer-term need to offer their end users flexibility in browser usage – legacy Internet Explorer for older applications and modern browsers like Chrome and Firefox for modern applications. With a global workforce and diverse business division requirements, the need to provide flexibility while ensuring end user management control was crucial for Pfizer. The solution needed to be performant, global scale and granular controls.

Solution – Browsium's browser management platform

After evaluating Browsium Ion in their enterprise environment, Pfizer chose to include Ion as a part of their rollout of their desktop modernization effort across all 100,000 PCs. Ion was chosen instead of a virtualization solution, as the latter was deemed too complex and expensive for the task at hand.

Pfizer was able to use Browsium Ion to lock down all intranet applications to a limited set of Java versions while retaining the flexibility, compatibility – and security – to ensure always using the latest version of Java for the Internet. Browsium Ion provided Pfizer the ability to define exactly how a given web application would load, completely controlling the compatibility issues including rendering, scripting and all the way through loading only the specific version of Java required. Having the ability to granularly control which Java version is loaded for a given web application, regardless of which versions are installed on the client machine provides an unparalleled ability to seamlessly balance business and application compatibility with the rigorous Information Security demands.

Ion's rules-based approach to remediation enabled hundreds of applications, including those vital to their manufacturing operations, to be remediated with a simple configuration. Management of these PCs was achieved using the existing infrastructure

in Pfizer's three regional datacenters. In addition to the increased flexibility offered by Browsium solutions, virtualization would have required the configuration and deployment, as well as costs, of new hardware and servers. Browsium solutions are achieved on the client side, ensuring zero cost to scale, even for an organization with 100,000 PCs.

Despite the fact using Browsium Ion for Java management eliminated the need to know precisely which applications required Java management, Pfizer was able to use Browsium Proton to determine exactly which applications required Java – by version. Browsium Proton also delivered a complete listing of all web applications in use at Pfizer. With the granular and detailed information provided by Browsium Proton, Pfizer was able to rationalize web applications, developing a plan to eliminate those deemed unnecessary as well as those no longer actively used. The data provided through Browsium Proton enabled Pfizer to obtain a complete and 'real time' accurate inventory across the entire estate within a matter of days. Without Browsium Proton the effort would have required months of effort by a range of staff.

With a few thousand active Chrome users, and Chrome available to any user who chooses to install it, Pfizer began work to include Browsium Catalyst in their IT environment. The technology in Catalyst enables IT to manage multiple browsers side by side, with Pfizer choosing to control Microsoft Internet Explorer and Google Chrome use by writing rules to pair each web application with the most compatible and secure browser.

Results – Desktop Transformation of all 100,000 PCs complete; Browsium solutions eliminated need for thousands of hours of regression testing, saving millions of dollars

Browsium Ion is currently successfully deployed on all 100,000 PCs at Pfizer without interrupting end user workflow. This forward-thinking decision ensured all enterprise applications remained operable through the desktop transformation project. The thousands of applications running on these PCs can now operate in the latest version of Windows and a modern browser without ever having gone through time consuming cycles of regression testing. In addition, the company saves an estimated \$2.5M annually in product integration and testing expenses alone for the Java portion of their estate.

Pfizer was able to meet internal change control guidelines and avoid costly (and endless) retesting through the Browsium Ion isolation web application loading design. By ensuring only the defined version of Java loads for a given web application, regardless of which Java versions are installed or set as system defaults, Pfizer was able to validate system requirements despite any systems changes.

By eliminating the ongoing testing and deployment efforts that would have been required with a virtualization solution, Pfizer was able to conduct their migration more quickly and cost effectively. In addition, significant IT management resources were saved because implementation of Browsium Ion was so quick and easy. Therefore, these resources could be used on infrastructure improvements to better serve the organization's current and future business needs, instead of being consumed to remediate and migrate existing applications. Pfizer's IT security was also improved by enabling the use of only the most secure versions of Java when employees access the Internet.

Savings realized using Browsium Solutions

Pfizer's decision to universally address web application compatibility issues, rather than only focus on specific departments and applications has been very effective. Browsium's general purpose solution addressed every desktop and solved their Java compatibility issues.

Long term, Pfizer is well positioned to handle changes to the web application landscape, such as the adoption of new browsers or adopting a new web technology – all without fear of disrupting the existing business workflows. Having Browsium Ion and Catalyst on every PC and Browsium Proton available to IT will make these eventual migrations much easier.

Now Pfizer has the ability to add new applications and upgrade browsers painlessly. Moving forward, web application compatibility with ever-changing operating system and browser technologies will be "future proofed" within Pfizer's enterprise via the browser management capabilities delivered by Browsium products.