

Patch Management as a Service

Protect your business with Managed Patching

Why Server Patching is Important

Businesses rely on their information technology infrastructure to operate their business effectively, save money, and increase profitability. However, the growing threat of malicious virus and ransomware attacks in recent years has forced businesses to re-evaluate their security posture.

Microsoft produce regular security patches for their system vulnerabilities and research has shown that the most efficient way to be protected against attacks is to ensure that every machine in the environment has the latest patches installed. If just one computer in the environment is not patched, it can threaten the stability of the entire environment and possibly inhibit normal functionality.

For maximum protection you need a solution that manages patches for Microsoft operating systems and applications in an automated, yet stringently controlled process.

Patching is a key part of the Government's security guidance as part of Cyber Essentials, for more information visit www.cyberessentials.ncsc.gov.uk.

Patch Management as a Service

BrightCloud Patch Management as a Service (PMaaS) is designed to remove the burden of managing patching cycles for your virtual or physical server estate, whilst giving you the peace of mind that you are up to date.

BrightCloud PMaaS is powered by Ivanti Patch Management Software.

A Risk Based Approach

We work with you to categorise your server estate into high, medium and low risk categories based on the likelihood of an installed patch causing issues with an application, and then tailor the patching process to suit.

Low risk server groups can be automatically patched with no user testing required, whereas high risk server groups will need user testing post patch.

Initial Health Check

As part of our on-boarding process, we will provide a patch compliance report of your servers. We identify all the operating systems and applications that we are able to patch, and then list which patches are missing.

Leave it to us

We will manage the entire patching process for all of your physical or virtual servers (VMware or Hyper-V).

We can patch servers at any location via a secure VPN from our ISO9001/27001 accredited datacentre, with management from our Network Operations Centre (NOC) in Daventry.

Patch Rollback

If there are any issues related to faulty patches we provide a rollback of the patch. Where this isn't possible we will rollback to the most recent server snapshot.

You can log patch related support incidents and service requests via phone or email to our centralised Single Point Of Contact (SPOC).

We'll work with the manufacturer and your support team(s) to ensure an efficient targeted service to resolve patching problems.

For any larger or repeat incidents, we also provide problem management and root cause analysis.

Benefits of Patching as a Service

- Failing to install patches can mean that systems are wide open to hacking attempts and privacy risks
- Remove the burden of onerous and resource intensive patching activities from your organisation
- React quickly to zero-day vulnerabilities
- Servers can be patched remotely reducing the need for out-of-hours IT work

Key Service Features

- All patch management conducted remotely via a secure VPN from our ISO9001/27001 datacentre.
- Management from our Network Operations Centre (NOC) in Daventry.
- Powered by industry-leading patch management tools
- Vetting and selection of appropriate patches for each server
- Scheduling and change control where required
- Taking of required snapshots
- Application of agreed patches
- Server reboots as required
- Rollback, should a patch fail
- Free monthly patch compliance reporting

For more information about BrightCloud Patch Management as a Service call **0370 770 9722** or visit www.bright-cloud.net.