

Patch Management Services



Patch management is an essential and complex process. Properly managed patching maximizes cybersecurity, compliance, uptime, and functionality. Slack patch management can result in security gaps, compatibility issues, sluggish or inconsistent performance, unnecessary downtime, or the loss of key features.

Progent's patch management support services provide businesses a flexible and affordable option for evaluating, testing, scheduling, applying, documenting, and troubleshooting patches for your evolving IT network. In addition to optimizing your network's security, performance and availability, Progent's patch management services free your IT team to focus on strategic tasks that deliver maximum business value for your information system.

Patching entails more than updating operating systems and applications for servers and user endpoints. Firmware patches can be vital for peripheral devices like printers and scanners; network infrastructure appliances such as routers, switches, and Wi-Fi access points; and Internet-of-Things (IoT) devices like sensors and robotics. Progent can cover the entire range of patch management services by providing the skills of experts certified by Microsoft, Cisco, Apple, VMware, Ubiquiti and other leading technology vendors.

Progent's Patch Management Plans and Processes

Progent provides standard and custom service programs for patch management. These managed services allow you to outsource some or all of your software update tasks to a network support organization with over two decades of background providing network design, implementation, management and troubleshooting. Progent operates closely with your network managers to determine the critical services you need and the least disruptive scheduling for applying patches. Progent can also help you test patches prior to installing them on your production system.

Services available from Progent for software and firmware patching include:

- Discover system assets
- Select resources to be managed
- Deploy patch management tools
- Analyze patch status and carry out risk analysis of missing updates
- Create a software update management service program
- Patch testing in isolated validation environments
- Prioritize patches and schedule updates to minimize network disruption
- Track update history and status
- Troubleshoot and repair patch problems

Progent offers a range of regular software update management packages that include backup, extensive reporting, and documentation. Pricing is determined by the class and quantity of items covered. Extra services like building environments for pre-installation patch validation are invoiced at time and material rates. Specialized packages are also offered and usually cover unique hardware and/or applications.

Standard patch management plans available from Progent include:

- On-premises or private cloud-hosted server patch management and performance monitoring
- Azure cloud servers patch management plus compliance scan for Windows and Linux servers
- On-premises or virtual workstation update management
- Physical or virtual server or workstation patch management

Contact Progent about Patch Management Services

For more information, call **800-993-9400** or send email to information@progent.com

FEATURES

- Standard and custom plans for outsourcing patch management
- Update on-prem and private cloud-based physical servers and VMs, critical applications, and endpoints
- Update Windows, Apple, Linux, Google operating systems and applications
- Patch network infrastructure appliances from Cisco, Ubiquiti and other leading vendors.
- Manually update Internet-of-Things (IoT) devices such as sensors and robotics
- Anti-virus (AV) management
- Design and set up test systems for safely validating updates
- Debug problems with patches
- Risk analysis and scheduling to avoid unnecessary disruption of business operations
- Deploy top patch management tools such as Azure Automation Update Management, Intune, and Configuration Manager

BENEFITS

- Optimize security, compliance, uptime, and functionality with timely software updates
- Free in-house IT staff to focus on strategic projects
- Leverage Progent's experience with thousands of customers and technologies
- Avoid excessive delays waiting to install critical patches
- Avoid applying patches that will disrupt your IT network
- Add other Progent managed services like backup/restore, ransomware defense, AV, etc.