

# OVERWATCH AUTOMATED PATCH MANAGEMENT SERVICE DESCRIPTION

## 1. OVERVIEW

Overwatch Automated Patch Management is a comprehensive patching and remote device management service that makes maintaining the security, reliability, and optimal performance of your IT assets an easier proposition. Our Service ensures that your systems are regularly patched, compliant, and in optimal condition to meet the demanding security needs of a modern workplace, with minimal investment into manual touchpoints.

## 2. SERVICE DEPLOYMENT

Overwatch Automated Patch Management Service deployment includes:

### 2.1 ASSET REVIEW AND CAPABILITY ANALYSIS (PRE-SALES)

The process begins with a thorough analysis of your existing remote device management and asset infrastructure. Our team of cybersecurity experts assesses your current systems, the type of operating systems and applications your organization uses, patching schedules and maintenance windows you employ, and the threats you face. This step is crucial in understanding the specific security needs of your organization and creating a tailored automated patching strategy.

### 2.2 SERVICE DELIVERY

A dedicated project manager with a team of layered service delivery engineers and subject matter experts will be assigned to your account to ensure the proper deployment of services into the end environment. This team will assess how the solution is to be deployed to achieve the outcomes set forth in the pre-sales process. A patching schedule (with differential patching requirements, i.e. updates that require system reboots can be scheduled in known maintenance windows) will be established, with proper rules of engagement for our SOC team to know when pushing critical patches is appropriate.

## 3. SERVICE MANAGEMENT

### 3.1 SERVICE FEATURE SET

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#### 3.1.1 AUTOMATED PATCHING

Our service automatically applies the latest System (OS – Windows, Linux, MacOS) and 3<sup>rd</sup> party patches (Full list available upon request) to your systems, ensuring they're always updated against potential vulnerabilities and providing the best possible performance.

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#### 3.1.2 REAL-TIME VISIBILITY

Get instant insights into the patch status and operational availability of your assets, anywhere, anytime. The cloud-connected console can be accessed remotely by IT staff, decision makers, MSP partners and any other authorized personnel.

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#### 3.1.3 POLICY-BASED MANAGEMENT

Set custom patching policies according to your organization's needs, including severity, department, or individual asset. Define when and how patches are rolled out to avoid disrupting workflows.

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#### 3.1.4 CLOUD-NATIVE SOLUTION

Being a cloud-native platform, Overwatch Patch eliminates the need for complicated infrastructure setups, ensuring seamless integration and scalability.

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#### 3.1.5 ROLLBACK CAPABILITIES

Should any update cause issues, the service allows for easy rollback to the last stable version.

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#### 3.1.6 REMOTE VIEWING AND INTERACTION

The platform allows for remote monitoring and interaction with all devices currently with an agent installed on. Log on to machines remotely to allow for direct OS-level access for remediating issues.

### 3.2 24/7/365 US-BASED MONITORING AND RESPONSE

Overwatch Patch Management service offers round-the-clock monitoring by our 100% US-Based SOC Analysts to ensure consistent protection of your integrated security solutions. We identify and neutralize patching-related threats before they can cause significant damage, mitigating the risk of downtime and data loss.

### 3.3 REGULAR REPORTING & REVIEW

Overwatch provides regular reports on the security status of your organization, including detailed analyses of recent patches, discovered vulnerabilities, and recommended improvements. Overwatch service includes predefined compliance reports. Regular reviews are conducted to ensure the service evolves with your organization and continues to provide the most effective protection.

### 3.4 CONTINUOUS UPDATES & MAINTENANCE

Overwatch Automated Patch Management service and application update worklets are continuously updated to respond to the latest threat trends and vulnerabilities, with new worklet pathways added in as emerging threats become known. Regular maintenance ensures the efficiency and effectiveness of the service, minimizing your cybersecurity risks.

### 3.5 POST-DEPLOYMENT SUPPORT

Post-deployment, we provide ongoing support to ensure the automated patch management service is functioning optimally. Our support team is available 24/7 to answer any queries or concerns you may have. We operate as your tier 1 and 2 tech support for all deployed services with dedicated SMEs on staff.

## 4. BENEFITS

The Overwatch Automated Patch Management service offers:

- **Enhanced Security:** Protect against vulnerabilities, exploits, and data breaches by ensuring all systems are up to date.
- **Cost-Efficiency:** Reduce the administrative overhead associated with manual patching and updates.
- **Compliance Assurance:** Meet and maintain regulatory compliance standards effortlessly.
- **Operational Uptime:** Minimize service interruption with scheduled patching and real-time status monitoring.
- **Resource Optimization:** Free your IT staff to focus on strategic initiatives rather than routine maintenance.

In summary, consistent patch management is a critical component of an effective security program by closing vulnerabilities, preventing exploits, maintaining compliance, and keeping systems updated and stable.