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Elevating System Health, Driving Security and Moving Compliance Forward.

Project Overview:

A patching plan is important in IT operations because it helps to ensure that all devices are patched regularly with the latest security updates. This is important because security vulnerabilities are often discovered in software, and patches are released to address these vulnerabilities. If devices are not patched regularly, they may be vulnerable to attack.

Patching plans can also help to improve system health and availability. By patching devices regularly, organizations can prevent problems caused by outdated software. For example, outdated software may not be compatible with new hardware or software, which can lead to problems. Patching devices regularly can also help to improve system performance.

Finally, patching plans can help organizations to maintain compliance with industry regulations. Many regulations require organizations to patch their devices regularly. By having a patching plan in place, organizations can demonstrate that they are taking steps to comply with these regulations.

Consistency is Key:

Sangamo was grappling with the Windows patching process under their previous vendor. Their IT team struggled to maintain a consistent patching schedule across their devices, leading to significant security vulnerabilities.

Additionally, post-patching activities such as removing snapshots and performing overall health checks were neglected. This constant firefighting adversely affected server health, requiring the client to invest overtime and resources in fixing broken servers.

The Perfect Partnership:

Sangamo's partnership with Resolve Tech Solutions (RTS), a leading Managed Services Provider (MSP), brought about a transformative solution. RTS provided a comprehensive patching plan coupled with vigilant server health monitoring:

- A meticulous evaluation of Sangamo's inventory of critical and non-critical servers was conducted, identifying vulnerabilities and gaps.

- Cumulative updates pending for several months were addressed, rectifying identified security vulnerabilities.

- Pre and post-patching activities were systematically executed, mitigating the occurrence of server failures post-patching.

- The identification of missing patches and subsequent remediation ensured comprehensive issue resolution.

With RTS's unwavering commitment to delivering top-tier MSP solutions, Sangamo experienced a significant improvement in their patching operations. The client gained peace of mind during patching weekends, as concerns regarding post-patching failures were alleviated. This enabled the client to shift focus towards enhancing their overall infrastructure security and implementing the suggested security measures. The resolution of lingering issues stemming from failed patches provided relief, empowering Sangamo to trust RTS for seamless and reliable patching operations.

In addition to the improved patching operations, Sangamo also benefited from the following:

- **Increased system health and availability:** RTS's proactive monitoring and maintenance of Sangamo's servers helped to prevent downtime and improve overall system health.

- **Enhanced security posture:** RTS's comprehensive patching plan helped to mitigate security risks and vulnerabilities.

- **Improved compliance:** RTS's patching plan was aligned with Sangamo's industry regulations, helping the client to maintain compliance.

Overall, Sangamo's partnership with RTS has been a success. RTS has helped the client to elevate system health, drive security and move compliance forward. By partnering with RTS, Sangamo has been able to free up IT resources and focus on more strategic initiatives.

Automate With Us:

This case study highlights the importance of having a comprehensive patching plan in place. By automating the patching process and ensuring that all devices are patched regularly, organizations can mitigate security risks and improve system health. Additionally, by partnering with a trusted MSP, organizations can gain peace of mind knowing that their patching operations are being handled by experts.

If you are struggling with your Windows patching process, I encourage you to reach out to Resolve Tech Solutions. We can help you develop a comprehensive patching plan that meets your specific needs and requirements. We can also help you implement the plan and monitor its effectiveness. With our help, you can improve your system health, drive security and move compliance forward.

Let's Talk:

www.resolvetech.com

info@resolvetech.com

+1 214.310.1020

www.linkedin.com/company/
resolve-tech-solutions/

Dallas
15851 Dallas Pkwy Unit
1103,Addison, TX 75001

Houston
1500 S. Dairy Ashford Rd.
Houston, TX 77077

Washington DC

Bangalore

Kochi

Hydrabad

Gurugram