

SERVER PATCH MANAGEMENT

Infrastructure



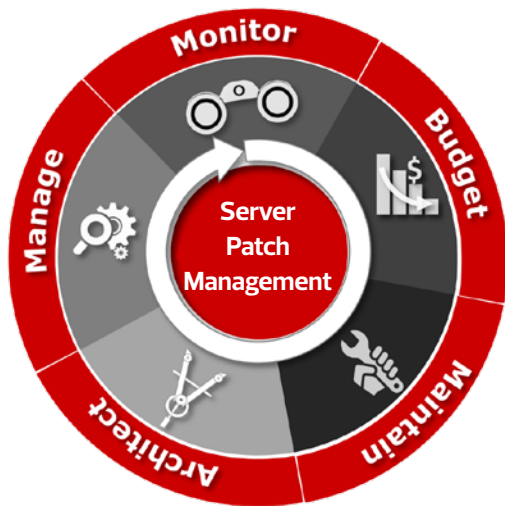
In today's IT landscape, it's not unusual for system administrators to be under pressure to continuously deliver added value for the business. The reality is that systems may become vulnerable because of competing priorities. CDW can work with your administrators to deliver a patching service to ensure your systems stay up to date and reduce the risk to your business.

WHAT WE DO

CDW, as your trusted advisor, takes the lead role in the execution of your organization's server patching. Our service management team will lead you through our onboarding process to understand your requirements and goals for server patching. We remotely and securely use the patching tools and implement patch management.

MANAGING THE RIGHT SOLUTION

CDW's architects, consultants and engineers provide the day-to-day management, so that you can focus on business performance, not technology management.



Your organization can enjoy the benefits of CDW's Server Patch Management:

- A CDW-hosted and maintained monitoring platform
- 24x7x365 live agent response, monitoring, management & proactive incident resolution and escalation
- Improved system uptime
- Reduced security risk
- Consistency in patch levels
- Free up IT staff to focus on core business priorities

CDW's full lifecycle of Services can support your business no matter where you are on your journey:



OUR COMMITMENT

- Patch Management Service includes the patching of Windows and Linux operating systems. CDW will be responsible for the service, including service coordination, patch assessments, patching, and reporting.
- CDW operates a 24x7x365 National Operations Center (NOC) to act as a single point of contact for customers experiencing issues with any CDW Managed Service. Customers can log tickets via telephone, email, or an online portal.

SERVICES OVERVIEW

Server Patch Management has two different types of service: Essential and Premium.

MANAGED SERVICES	Essential	Premium
Patch Availability Monitoring	✓	✓
Patching Plan Development	✓	✓
Change Management Processes	✓	✓
Server Patching and Remediation	✓ (Quarterly)	✓ (Quarterly & Monthly)
Emergency Patching	✓ (2 Annually)	✓ (6 Annually)
Delivery Platform	✓	✓
Patch Assessments for Risks and Impacts		✓
Patching Validation		✓
Patch Compliance Reporting		✓

CERTIFICATIONS

CDW Managed Services Industry Certifications:



For more information, contact your CDW account team at 800.972.3922 or visit [CDW.ca/infrastructure](https://www.cdw.ca/infrastructure).

WHAT'S NEXT?



DISCOVERY

Technical workshops and assessment of the environment.



ONBOARDING

Managed Services set up, process training and support overview.



GO LIVE

Cutover to CDW's Server Patch Management services.

