# PATCHING IS CRITICAL TO SECURING YOUR ORGANIZATION.

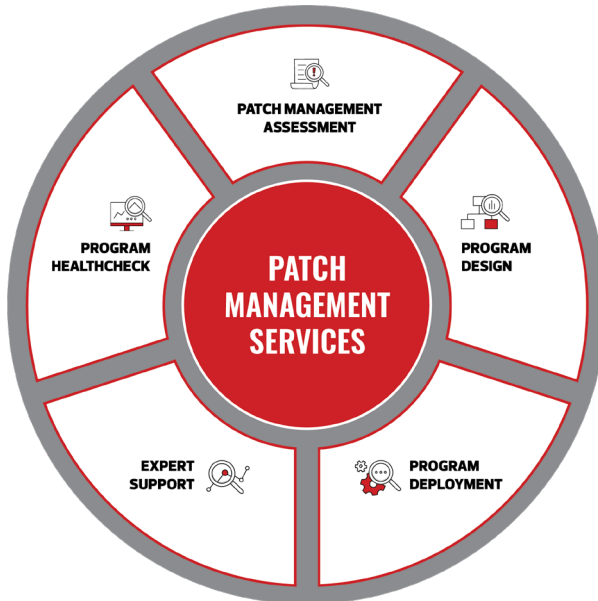## CDW Amplified™ Information Security
## Patch Management Services

In today's threat landscape, more than 80% of organizations have suffered from multiple data breaches, the cost of which is at an all time high — $4.35 million. Ransomware attacks are only growing, costing organizations $1.2 billion in payments last year. Focusing on security fundamentals like patching is often the strongest defense against these types of attacks. A recent study found that in more than 25% of cases, attackers were successful because of poor patch management. With a strong patching program in place, organizations can avoid being another statistic.

**Patch Management Services can help you achieve:**

**Operational Efficiencies**   **Reliability**   **Reduced Risk**

## Orchestrating the Right Solution

Visibility is critical to building a comprehensive IT asset inventory and developing an executable patch management program. CDW helps customers gain insights into their existing IT environments, so they can identify assets, assess vulnerabilities and develop an effective patch management strategy. Our experts' primary objective is to equip your team with actionable findings, optimized software, strong controls, efficient processes and the expertise you need to seamlessly patch vulnerabilities across complex environments.



PATCH MANAGEMENT ASSESSMENT

PROGRAM DESIGN

PROGRAM HEALTHCHECK

**PATCH MANAGEMENT SERVICES**

EXPERT SUPPORT

PROGRAM DEPLOYMENT

To support your patch management efforts, CDW offers program assessments, program design, program deployment, expert support and regular healthcheck services. These services are designed to help you build the solid foundation you need to secure your environment and to maintain a healthy patching program.

## CDW + PATCH MANAGEMENT

CDW can deliver solutions to address all of your patch management needs due to our:

**Patching Expertise**

- Our Patch Management team performs many security services, including patching, configuration, migration, deployment, packaging and operating system imaging for enterprise systems.

**Technology Experience**

- The CDW team has experience with endpoint management and security technologies, including Microsoft, Tanium, Ivanti and ManageEngine, and they are skilled in the design, setup and deployment of SCCM/MECM in small, medium and large environments.

**Certified Professionals**

- Our experts hold certifications from leading industry bodies and technology providers, including Ivanti Unified Endpoint Management Consultant, Ivanti Unified Endpoint Manager Administrator, ITIL Foundations and others.

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

Design    Orchestrate    Manage        On-Premises    On-Journey    Cloud-Based

**CDW**

## Services Overview

The following elements are available as part of CDW's Patch Management Service:

| Service | Available |
|---|:---:|
| **Patch Management Assessment:** This assessment takes inventory of the assets in your environment and creates a vulnerability analysis that prioritizes risk areas.<br><br>**Deliverables:**<br>• An executive report summarizing overall risk and detailing high-impact findings<br>• A technical findings spreadsheet report containing a risk analysis and recommended remediation steps | ✓ |
| **Program Design:** Our team equips your IT team with all the solutions to address and remediate against vulnerabilities found in your environment. We integrate leading patch management software, build security controls for patching policies and standards, and develop a patch process customized to your environment.<br><br>**Deliverables:**<br>• An executive report summarizing overall risk and detailing high-impact findings<br>• A technical findings spreadsheet report containing a risk analysis and recommended remediation steps<br>• Documentation for the processes and procedures | ✓ |
| **Program Deployment:** We deliver a package that deploys a custom patch management program for your environment. We can also train your staff so that they can utilize the program to defend against future cyberattacks.<br><br>**Deliverables:**<br>• An executive report summarizing overall risk and detailing high-impact findings<br>• A technical findings spreadsheet report containing a risk analysis and recommended remediation steps<br>• Documentation for the process and procedures | ✓ |
| **Expert Support:** Our qualified cyber defense experts come alongside your team to assist in executing your current patch management policies and procedures, or a program that we have designed and built for you. | ✓ |
| **Patch Management Healthcheck:** Our experts evaluate your patch management environment and provide a score card with results to help your organization mitigate risk. | ✓ |

## CUSTOMER SUCCESS STORY

**Organization:** Retail jewelry chain

**CHALLENGE:** The customer lacked patch management policies, procedures and standards across the company's data centers globally, leaving them vulnerable to cyberattacks.

**SOLUTION:** CDW assessed the customer's three environments in corporate and retail spaces, utilizing their endpoint management software, Endpoint Central by Manage Engine. CDW established a baseline of security patches across both legacy and currently supported operating systems, as well as third-party applications.

**RESULT:** Between January and July 2022, CDW provided a baseline of critical patches to production servers in the three environments, reducing the number of vulnerabilities in key systems. Over 60,000 vulnerabilities were remediated, creating a safer operating environment in their corporate and retail spaces. CDW also developed documentation on patch management. The documentation presented and ratified for the customer included a Patch Management Policy, Strategy Guide, Process flow chart, Procedures, and a RACI (Responsible, Accountable, Consulted, Informed) document.

**To learn more about Patch Management Services, contact your account manager or call 800.800.4239.**

**CDW**