



Creative ITC

MULTI AWARD WINNING  
CLOUD SERVICES PROVIDER

# PATCH MANAGEMENT AS A SERVICE (PMaaS)

Keep up to date with the latest  
security and core operating  
system patches from Microsoft  
with PMaaS from Creative



PMaaS

Our service provides updates to the Microsoft Windows® operating system (OS) on a monthly basis to running Virtual Machines hosted or supported as part of a managed service solution.

Patch management is critical for ensuring the security and stability of your IT systems. Creative ITC Managed Patching Service is designed to keep your machines up to date with the latest security and core operating system patches from Microsoft.

We use enterprise-level technology to identify and fix vulnerabilities that could impact the performance or security of your IT Infrastructure. We'll deploy patches as they become available, giving you peace of mind that your systems are up to date and protected.

## What can we patch?



**Windows Server**



**Windows Desktop**  
(End User Compute)



**Microsoft Applications**



**Third-party Application**



**MACOS for (DMA)  
Enrolled Devices**



# Service Highlights + Benefits



## Performance Patching

Performance patches help your systems and software to run better and crash less often.



## Security Patching

Security patches fix vulnerabilities that could put your business at risk from cyberattack.



## Prompt, Efficient Patch Deployment




Managed patching saves time, delivers patches to all machines quickly, and reduces the burden your IT teams to carry out the work required.

# Service Tier Options

Our Managed Patching service is designed to keep your machines up to date with the latest security and core operating system patches from Microsoft. We include the below in our service:

- ✓ Monthly deployment of patches and updates
- ✓ Updates that are installed by default (Security and OS Patches)
- ✓ Updates to available roles or services (such as Microsoft Edge, Internet Information Services (IIS))
- ✓ Security updates for the .Net Framework
- ✓ Windows Defender updates (current as of patch date)
- ✓ Non-Security updates if Creative ITC determines that they address a specific need that applies to customers (for example updates to time-zone information)
- ✓ End user compute patching updates are pushed out as required
- ✓ Server & Application patching is typically out of hours
- ✓ Application patching for both Infrastructure and End User Compute

We offer 3 plans to suit your needs, all of which include the following:

	Basic 	Standard 	Premium 
Monthly Patching	Yes	Yes	Yes
Patching Windows	1	4	Unlimited
Pre-verification of Patches	No	No	Yes
Selective Machine Patching	No	No	Yes
Application Patching*	No	Yes	Yes

\* Application patching for both Infrastructure and End User Compute consumes a patching window.



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# Why Creative

We'll look after your apps and data as if they were our own, adhering to proven processes and best practices like ISO 27001, the international information security standard. Our ratio of technicians to office staff is 4:1, significantly above our peers. Each specialist holds, or is close to attaining, the very highest qualifications in their field.

That's why Creative is a trusted partner for some of the world's biggest brands, involved in many of the largest IoT, cloud and digital transformations. It's also why we have one of the highest customer retention rates in the industry.





## Discover how

To arrange a free, no-strings consultation, please contact:

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**Creative ITC**

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Vendor:



Tool: **N-ABLE**

