



# Patch Management as a Service Service Description

## Why Fordway?

- Fordway offers 30 years' experience advising and delivering strategic IT infrastructure and IT service delivery change to complex enterprises.
- Fordway's consultancy helps inform your strategy and review the options relevant for your organisation.
- Our advice will be aligned to your business requirements. We then assist with the ongoing operational management and optimisation of the resulting cloud service, based on best practice defined by the ITIL service management framework.
- All services are supported by UK-based staff who are BPSS certified, many are SC cleared. Fordway is ISO27001 and Cyber Essentials Plus certified for all our operations.

## Why you need this?

Patching servers, IT infrastructure, PCs and other end user devices is critical to maintain effective security and compliance across your IT estate. It is also one of the most onerous and resource intensive activities for IT Managers and IT Operations staff. New vulnerabilities are continuously being discovered, making it increasingly difficult to keep systems up to date with the latest patches, especially in more complex environments. The increasing frequency of zero-day vulnerabilities, plus the speed new vulnerabilities can be exploited by automated hacking tools mean you have to patch systems immediately - if not sooner!

Fordway's Patch Management as a Service (PMaaS) is a complete patch installation, update and management service designed to remove this burden from your in-house team and ensure your IT systems stay compliant and secure. Fordway takes complete ownership of the service by automating and ensuring up-to-date patch delivery and installation to your servers, IT infrastructure, PCs, laptops, mobiles and other client devices.

Like all Fordway services, PMaaS is secured and externally audited to Cyber Essentials Plus and ISO27001. It helps organisations meet the requirements for OFFICIAL and OFFICIAL-SENSITIVE. It is delivered from Fordway's Managed Cloud Platform, which is hosted across two resilient UK Microsoft Azure datacentres. It offers a secure, scalable patching service for both servers and desktops/laptops that customers can rely on, with optional capabilities to patch and update core datacentre and network infrastructure, smartphones and tablets. Fordway PMaaS uses best of breed technology, with automation and robust patching processes to ensure your IT assets are secure and compliant at all times.

## Key Benefits

- ✓ Peace of mind – PMaaS ensures compliance and security of all supported assets
- ✓ Provided by an accredited, trusted partner experienced in working with central and local government and the NHS
- ✓ Frees up time for your internal team to focus on business change
- ✓ Address vulnerabilities quickly to reduce the risk of being compromised
- ✓ Non-emergency patching done outside business hours to minimise business interruption and downtime
- ✓ Provided by an experienced UK based team working and providing support 24x7

## Service Description

The service offers reliable detection and remediation for Windows servers and desktops and a comprehensive list of third-party applications. It can also be extended to include BIOS and system level patching for hosts and PCs, plus patch management for Linux and Android devices, datacentre, security and network infrastructure. Our experienced staff work closely with you to develop a complete Patch Management Lifecycle that meets your business and regulatory objectives.

Fordway PMaaS patches server instances in Microsoft Azure, AWS and other public cloud services, as well as customer's on-premises servers. A management client/server is deployed into the customer's domain, client agents are installed on each endpoint for access to updates from their local management device. Clients only communicate and receive updates from their dedicated management device. All activities are centrally managed from the UK by our 24x7x365 Operational Support and Security teams.

## Service Characteristics

The core PMaaS service includes all Microsoft OS patches that are currently in support. Linux OS patching services are provided for standard Linux distributions, please contact us for service availability and supported distributions.

The following modules are available at additional cost:

### 1) Non-Standard Microsoft Applications

Fordway can patch a number of additional Microsoft applications including SQL Server, Dynamics, Exchange and SharePoint.

### 2) 3rd Party Applications

Fordway can provide updates to a wide range of 3rd party applications from various vendors.

### 3) Fordway Cloud Service Management

For higher levels of service and user support, Fordway Cloud Service Management can be used to enhance Fordway PMaaS.

## Fordway Patch Management Life Cycle

### Monitor

Fordway continuously monitors patch sources to ensure we are aware of any new vulnerabilities and releases. Real-time notification from ISVs is integrated into the PMaaS service enabling Fordway to react quickly to zero-day vulnerabilities.

### Analyse

Fordway analyses and recommends patches that need to be included in each monthly patch cycle. We work closely with you to ensure a relevant release plan is agreed that meets your business requirements.

### Schedule

Apart from critical vulnerabilities, which are released and implemented as soon as possible, Fordway plans and agrees a release schedule with each client, normally monthly. Where required this will include a test phase for business-critical applications followed by deployment to production for all servers and endpoints. Fordway can also be represented on the customers Change Advisory Board (CAB) if requested.

### Test

Fordway will test and deploy recommended Windows and supported Linux OS patches but cannot test against client specific applications without a suitable client provided test environment being available. We recommend customers maintain a staging or pre-production environment for their environments to test patches prior to production release. Where this is not available the customer accepts responsibility for any issues during deployment to production.

### Deploy

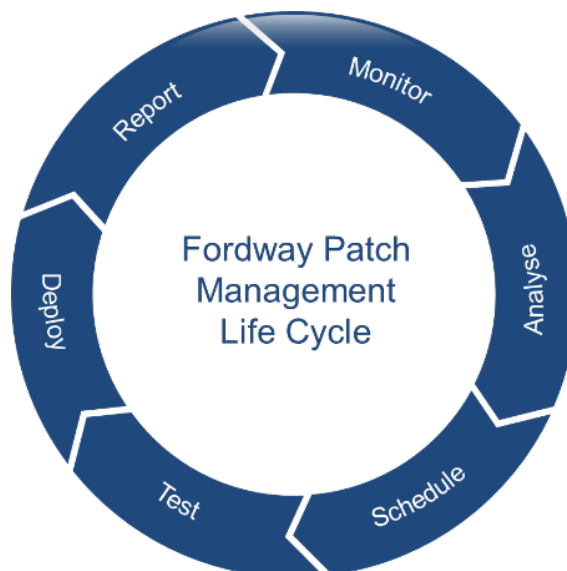
Fordway's 24x7x365 team will manage all aspects of the deployment to production endpoints. Resolving issues during a patch cycle is beyond the scope of the standard service. For higher levels of service and support, Fordway Cloud Service Management can be used to enhance Fordway's PMaaS. For Government customers this is available in G-Cloud and provides a range of additional services.

### Report

Fordway is Cyber Essentials Plus accredited. Customer data is managed to ISO27001, 27017 and 27018 certified procedures. All data is stored, processed and managed in Azure. Where applicable Fordway will recommend, implement and operate suitable Azure Backup and Recovery procedures for the environment. Azure costs for these will be charged to the customer's Azure accounts.

### Support

Fordway will provide skill transfer where applicable and documentation as part of the service onboarding. Formal training and courses can be provided if required.



## Service Terms

### Service Initiation (on-boarding)

The service onboarding is a professional services engagement. The following procedure will be used to commence the service:

- Understand the work requirements
- Sign Non-Disclosure Agreements
- Provide a combination of Project Manager, consultants and engineers relevant for the work profile
- Review the customer requirements and determine the contractual requirements
- Agree the scope of the engagement with the customer and provide a Project Initiation Document which will define the engagement.
- Schedule work
- Commence engagement
- Provide deliverables
- Complete engagement

Suitable resources are likely to be required from the customer and potentially third-party organisations to initiate the service, working alongside Fordway staff. The actual roles and responsibilities will be finalised and agreed in the Project Initiation Document.

### Service Levels

As the service is hosted and run from Microsoft Azure, the service levels will be defined by the underlying Microsoft SLAs for Azure, in line with the resilience configured in the environment

### Service Management

Service Management is provided as part of the service. Customers will have an assigned Service Delivery Manager, access to Fordway's Customer Portal for service incidents and request management, plus monthly service reports and scheduled service reviews. All service is delivered to ISO20000 and aligned to the ITIL best practice framework.

### Financial Recompense

Fordway offers service credits if the Fordway provided elements of the service do not consistently meet the SLA. Interruption or failure of underlying Azure infrastructure is covered by Microsoft's Service Credits.

### Service Connectivity

The Service is Internet based, the customer will need suitable capacity and quality Internet connectivity to allow VPNs to be created to access the Azure resources.

The customers Azure tenancy will be managed through Fordway's Azure Lighthouse/Azure Resource Manager tenancy management framework for the duration of the service.

### Trial of Service

Not applicable to this service, although elements of the transition will be tested and can be implemented as a pilot. These requirements will be determined as part of the Project Initiation Document.

### Data Security

Fordway is Cyber Essentials Plus accredited. Customer data is managed to ISO27001, 27017 and 27018 certified procedures. All data is stored, processed and managed in Azure. Where applicable Fordway will recommend, implement and operate suitable Azure Backup and Recovery procedures for the environment. Azure costs for these will be charged to the customer's Azure accounts.

### Training

Fordway will provide skill transfer where applicable and documentation as part of the service onboarding. Formal training and courses can be provided if required.

### Customer Responsibilities

Fordway will apply data access restrictions and other information security policies as mandated by the customer and required within Fordway's own organisational security controls. The customer is required to provide the necessary resources and information to allow Fordway to achieve the service deliverables as agreed within the Project Initiation Document.

### Change Management

All changes will be delivered through the Change Management process defined and configured in Fordway's Customer Portal. The process and toolset can interface with the customers Change Management processes.

### Data Migration

Where data migration is required, this can either be done as a chargeable element of the service onboarding by Fordway or undertaken by the customer as part of their responsibilities.

### Backup and Restore

Where Fordway have the responsibility for maintaining and managing the customer backups, this will be included in the service. Where the customer chooses to manage their own backups, they will be accountable for this function.

## Ordering

Fordway's services can be ordered by contacting your Fordway account manager or other members of our team on **01483 528200**, emailing [sales@fordway.com](mailto:sales@fordway.com) or using the contact form on [www.fordway.com](http://www.fordway.com)

## Our Accreditations

ISO 9001

ISO 14001

ISO 27017

ISO 27018

ISO 20000

ISO 27001



Gold Cloud Productivity  
Gold Cloud Platform  
Gold Datacenter  
Silver Security  
Silver Small and Midmarket Cloud Solutions



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