

# Managed Patching Service

**A recent Microsoft-led study discovered that effective software patching practices would have prevented more than eighty per cent of successful cyberattacks.**

With IT teams frequently taking 40 days to patch server, desktop and laptop infrastructure, following a robust Patch Management Policy has never been more critical for organisations wanting to minimise security risks.

Industry expectations of more than thirty-thousand published software vulnerabilities in 2024 (up from circa twenty-two thousand in 2021) suggest that infrastructure patching will continue to demand time and focus from IT groups over the next few years.

The NAK Managed Patching Service helps you constrain security risks by updating your infrastructure while freeing up your IT team for other strategic activities.

Providing full coverage for Patch Tuesday updates and Zero Day vulnerabilities, NAK works with your team to understand your IT environment and manage your patching promptly and predictably.

Often time-consuming for your team, and requiring out-of-hours work, patching is a crucial defence in protecting your data, infrastructure and IT services.

Using our expertise in managing patching for a wide variety of clients, we take on the burden of patching your technology estate, including out-of-hours activities during your maintenance windows.

Managed Patching is also available as an option in several of our other services – and on a standalone basis – to provide you with the greatest flexibility and choice.

## What's included

**A fully managed patching service that:**

- Patches infrastructure across Co-Lo data centres, your premises, or Microsoft Azure.
- Applies Extended Security Updates to Windows Server 2012 R2 servers (using Azure Arc and/or Azure Update Manager as applicable).
- Covers all Windows server operating systems from Windows Server 2016 upwards, along with a wide range of Linux distributions.
- Orchestrates updates to your End User Compute devices (Windows 10+, macOS 12+, iOS 15+ and Android 8+).
- Delivers patches to critical infrastructure Out of Hours as part of agreed, scheduled maintenance windows.
- Keeps your network switches, routers and firewalls up to date.

We understand you may be subject to security standards such as Cyber Essentials Plus.

We'll patch your infrastructure and devices on a defined timeline following the public release of patches or security updates.

**Software vulnerabilities rapidly increase year-on-year, creating more opportunities for attacks on your IT infrastructure.**

The NAK Managed Patching Service improves your security posture and defensive capabilities.

Book your free consultation at [nak.co.uk/patching](https://nak.co.uk/patching)

## How it works

NAK will work with you to establish the time and effort required to onboard your infrastructure and devices to the Managed Patching Service.

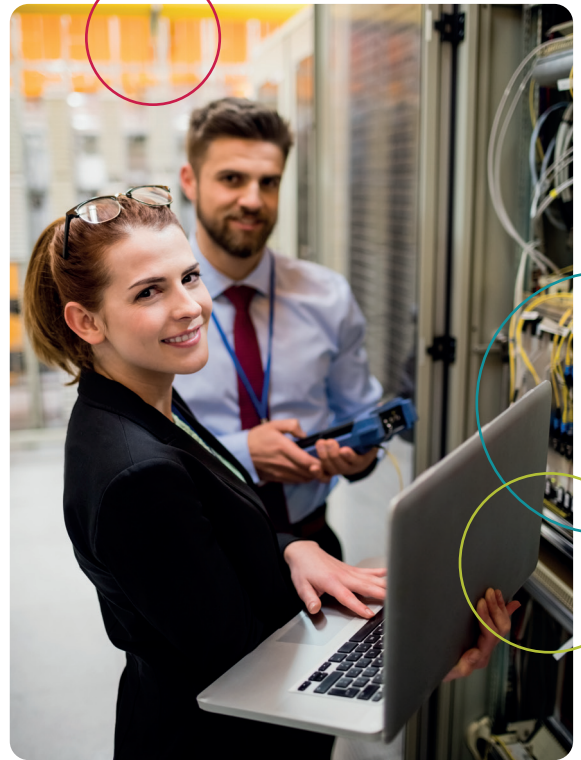
During onboarding, our Patching Team will work with your IT specialists for at least two complete patching cycles to ensure we have fully replicated your patching process in our tooling and systems.

With onboarding complete, NAK will handle your patching needs on the agreed schedule or when patches for Zero Day vulnerabilities are published.

We also offer service options and extensions, including:

- Patch testing
- Inventory/asset capture of infrastructure and devices
- Post-patching monitoring

to enhance and extend your current Patch Management capabilities.



## What makes NAK different?

Handing over critical parts of your IT infrastructure or service delivery to an external provider can be an emotive process. You are looking for a partner not a supplier, you don't want to change the way you work to fit into the rigid processes of an MSP, nor do you want a provider that puts contractual terms ahead of delivering the right outcomes.

You will find NAK to be different. We are agile, ethical and focused. Our aim is to be a seamless extension of your team, bringing expertise, experience and scale. We take the time to get to know you, work your way, and together deliver the best possible IT services to your organisation.

### Focusing on what's important



**WE ARE PERSONAL  
AND RESPONSIVE**



**WE ARE  
FLEXIBLE**



**WE ARE TRUE TO  
OUR VALUES**



**WE EMPOWER  
YOU**



**WE BRING REAL-WORLD  
EXPERIENCE**



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