Firmware Patching & Upgrades

When it comes to business continuity, employee productivity and user experience, outdated software and firmware can be as significant a risk to business operations as hardware failures.

In addition to more limited functionality, older or unsupported software versions can suffer from a host of bugs that have been fixed in later revisions. Worse still, a failure to patch on a regular basis exposes organisation to needless risk; threatening the integrity and security of business-critical data.

> **The diverse range of devices and applications that comprise today's IT estate have the potential to cause business disruption if they are not maintained to a consistent specification.**

For internal IT resource this can prove both challenging to coordinate and time consuming to execute.

Patching and firmware updating services can be delivered as one-off professional services engagement to bring your estate back up to speed.However, to maintain good IT compliance and minimise security risks, an ongoing patching and update service, as part of an overall Managed Services agreement, should be considered.

Before engaging any technology partner to deliver patching and upgrade services, it is essential to carry out a comprehensive systems audit. This will establish a detailed list of the devices and applications that will be in-scope.
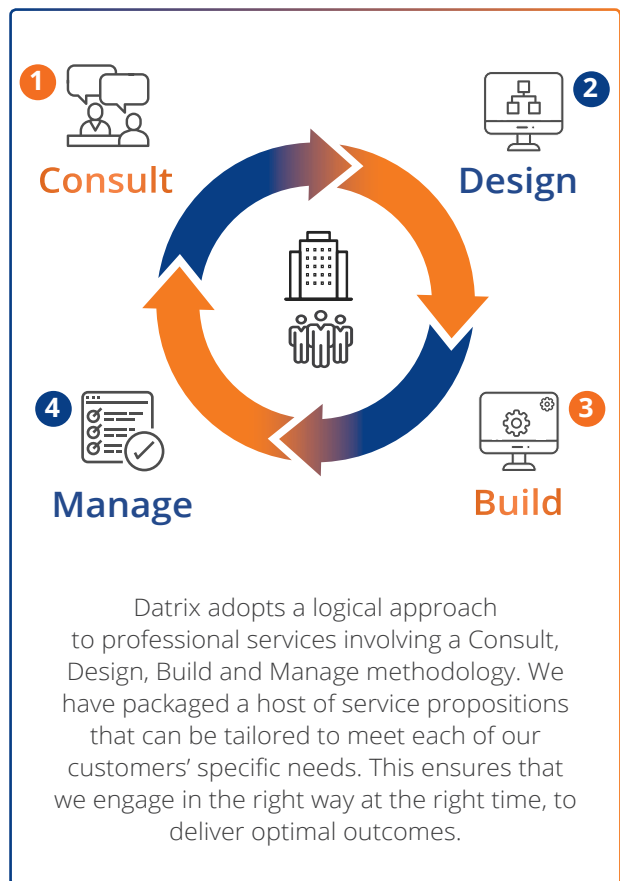
> **Outsourcing your patching and firmware updates to Datrix provides access to a skilled team of vendor-accredited technicians who can ensure all firmware and software remains up to date and continues to deliver against your business objectives.**

Datrix Approach

Our managed patching service comprises four key stages.

1. First, a review process to establish the vendor-recommended version of software or firmware. If a vendor has more than one currently supported version, an assessment will me made based on the current installed base and the roadmap for continued support, before defining the upgrade path for each platform.

2. Stage two involves the creation of a detailed upgrade schedule, including resource requirements and any expected impact on service delivery.

3. Stage three is the upgrade process itself, whereby Datrix engineers execute the agreed updates in line with the agreed project timelines.

4. The last stage is the essential quality assurance of post-upgrade testing to ensure all devices and applications are working in accordance to the defined target state.

Consult ❶ → Design ❷ → Build ❸ → Manage ❹

Datrix adopts a logical approach
to professional services involving a Consult,
Design, Build and Manage methodology. We
have packaged a host of service propositions
that can be tailored to meet each of our
customers' specific needs. This ensures that
we engage in the right way at the right time, to
deliver optimal outcomes.

Datrix is a leading **Smart Infrastructure**
and **Cyber Security** Solutions provider.

Established for over 25 years, digital transformation is the driving
force behind the evolution of Datrix services and solutions. Our
professional and technical services teams adopt a consultative,
client-centric approach that sees us design, build and manage
superior solutions.

Our critical networking, communications and cyber security
solutions are the preferred choice for the nation's key institutions as
well as public and private sector organisations seeking to address
the business challenges of compliance, performance, availability and
affordability.

Gray's Inn House, 127 Clerkenwell Road, London EC1R 5DB

Tel: +44 (0) 20 7749 0800

Email: enquiries@datrix.co.uk

www.datrix.co.uk

SMART	Managed Networks
	Connectivity
	Communications
	Insight & Analytics

SECURE	Secure Networks
	3rd Party Risk Management
	Security as a Service

bsi. ISO/IEC 20000-1 Service Management System

bsi. ISO 14001:2015 Environmental Management

bsi. ISO 9001:2015 Quality Management

bsi. ISO/IEC 27001 Information Security Management

bsi. OHSAS 18001 Occupational Health and Safety Management

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