ALVAKA

EXPERIENCE

Patchworx, Patch Management as a Service, is one of Alvaka's core offerings. We have extensive experience performing Patch Management for complex environments across all industries, for companies of all sizes.

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SOCIAL

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Patchworx℠
Patch Management as a Service

PEOPLE

Patchworx, Patch Management as a Service, is executed by screened full-time engineers working in our 24-hour Network Operations Center (NOC) in Irvine, California. While we use technology tools to streamline our performance, the service is not fully automated. We have found that human engineers, working in real time, are essential to successfully perform this critical and sensitive function, particularly when issues arise that could impact our clients' operations.

PROCESS

Patchworx is not a "one-size-fits-all" service for small environments that treat all systems the same. Rather, it is an enterprise-class service that cost-effectively scales from hundreds to thousands of hosts, while accommodating each client's unique change management, validation, exclusion, scheduling and reporting requirements. Hosts are subdivided into distinct patch groups and receive treatment appropriate to their criticality, and as specified by the client.

TECHNOLOGY

Patchworx includes commercial enterprise Patch Management and Monitoring software orchestrated by our proprietary sequencing methodologies. Custom reporting provides the visibility necessary to meet clients' compliance reporting requirements. We include Advanced Reporting services and required licensing as part of our service, and at no additional CAPEX investment by client. Finally, we deploy our Patchworx servers on client premises as required.

SECURITY

Our regulated clients manage and minimize the risk of exposure presented by outside contractors. Alvaka maintains extensive "defense in depth" reinforcing security measures to protect Patchworx, including multi-factor authentication, session logging, malicious activity detection, and third-party monitoring, among others. We hold the CompTIA Security Trustmark+.