



IT Management Software as a Service Distributed Device Management – Patch Management

Help ensure security by automating patch management processes for over 500 applications from leading vendors such as Microsoft®, Adobe® and VMWare®

Patch distribution must be timely and accurate

Protecting desktop and laptop computers from viruses and hackers requires constant software patch vigilance. IT organizations must continually monitor and assess security vulnerabilities or suffer the consequences of downtime, reduced employee productivity and lost revenues. Ensuring all PCs have the latest patches is especially difficult in today's environment – remote and mobile PCs are difficult to track and are often dependent on end users for patch compliance. A centralized and automated patch distribution solution is essential for IT departments to help ensure that their organization's PCs have the latest patches and that their PCs, as well as the corporate network, are protected from viruses and security attacks.

The Dell Distributed Device Management (DDM) – Patch Management is a secure and reliable tool for managing the patch status of your company's PCs* that can connect to the Internet. This service helps enable IT administrators to centrally monitor and update patches on remote PCs virtually regardless of location. The PC does not have to be connected to the company WAN/LAN or VPN for the patches to be distributed, and the solution does not require any end user intervention. For an additional fee, Dell can also remotely administer and monitor patch distributions for you based on best practices.

- Help automate patch distribution, reporting, and testing via the Internet
- Set multiple policies for distributions – by vendor, product or severity
- Help force deployment or removal of patches to PCs in or out of the corporate network

Designed to centralize and automate patch management

As a SaaS-enabled solution, DDM – Patch Management is simple to deploy, requires virtually no up-front expense, and is easy to manage. DDM – Patch Management helps enable administrators to securely distribute, test, or remove patches for over 500 applications, enabling remote workers to receive patches anytime they connect to the Internet.

The DDM – Patch Management service can also be enabled at the factory for immediate visibility and control of your assets when they first arrive at your facilities.

- **Automated patch management**
- **Help ensure patch compliance**
- **Streamline patch labor with policy-based deployment**
- **Simplified management of distributed environments**
- **Dell does IT for you option**

Dell Distributed Device Management (DDM) – Patch Management

A SaaS-enabled, Internet-based solution for automated distribution of patches from leading vendors such as Microsoft®, Adobe® and VMWare® for over 500 applications.

- **Flexible, policy-based patch management** – Specify policies by vendor, product or severity. Manage patches automatically or manually, enable user-specified delays or blocking delays based on your IT needs.
- **Help ensure patch compliance** – Force deployment of patches to all computers whether or not they are on the corporate network.
- **Simplified management of distributed environments** – Works over the Internet – does not require mobile or remote assets to be connected to internal network or VPN.
- **Policy-driven bandwidth management** – Set policies that govern bandwidth usage at the client or network level, controlling total bandwidth consumption for one or all devices, or choose to use a local repository to distribute patches.
- **Patch-as-a-service (Dell does IT for you option)** – As an optional service, Dell offers remote monitoring and administration of patch distributions, relieving your IT department from the burden of patch management.

How DDM – Patch Management works

The DDM – Patch Management service enables IT administrators to monitor software patch status and securely distribute patches to corporate PC connected to the Internet – without requiring connections to the corporate network or VPN. To help eliminate the uncertainty inherent in manual processes, detailed log reports provide administrators with the status of each targeted patch deployment in real time. Bandwidth usage policies can be optimized for each patch distribution to help ensure safe and economical utilization of network bandwidth.

With DDM – Patch Management you can set enterprise-wide patch policies per deployment to automate distribution, delay deployment for historically troublesome patches, or hold deployment for testing. The service enables the delivery of multiple patches concurrently while only delivering incremental changes for new patches to optimize network bandwidth requirements – minimizing the time it takes to distribute patches across the organization.

Help improve user productivity

The DDM – Patch Management service is designed to protect PCs with minimal end-user disruption. Users are alerted to reboots (minimized by design) providing them with the option to save valuable work or postpone installation until a more convenient time. Checkpoint restart is provided so partially completed downloads can be automatically resumed on intermittent or broken connections and download throttling can be set for each deployment. In addition, administrators are provided with an intuitive, Web-based console that enables them to “right click to patch,” simplifying many tasks related to patch management.

For organizations with users who periodically connect online, the DDM – Patch Management service helps ensure that their systems stay secure and up-to-date and that IT has scalability, visibility and control without the infrastructure investments required by on-premise software solutions.

[For more information about any of our service offerings, please contact your Dell representative or visit \[dell.com/services\]\(http://dell.com/services\)](#)

About Dell IT Management SaaS solutions

DDM – Patch Management is part of Dell’s portfolio of IT Management Software as a Service (SaaS) solutions. Dell’s SaaS solutions simplify the management of your IT environment so you can get up and running quickly, with lower deployment costs, fewer hassles, and less time spent on non-strategic tasks. You pay only for the services you need, gain instant access to the latest innovations without additional infrastructure or staff investments, and take your business from maintenance to momentum.

Applications Business Process Consulting Infrastructure Support

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Rev. 1.0, 20100805, JTOL

