ENSURING A EUROPEAN TRANSPORT COMPANY DEVICES WERE PATCHED AND CUSTOMER SERVICE WAS NOT REDUCED

A UK headquartered firm has had challenges ensuring all 3500+ devices are updated with security patches. The in-house IT Team were causing considerable downtime with updates to Windows and third-party applications.

The client had limited reporting capabilities and struggled to monitor all of their devices. The client asked OneCollab to review patching to support improving the performance of the devices. Costs were a critical factor, so the solution needed to be automation where possible.

WHAT WE DID

- Deployed OneCollab RMM patching tool
- Conducted a review of current vulnerabilities across the network
- Ensured the environment was patched with the latest updates
- Provided a detailed report for management to understand the risks and potential impact

THE OUTCOME

- Identified issues across 68% of devices
- Worked alongside the client IT team to put in place a robust operating model with reporting
- Upskilled the in-house team through training and quality assurance
- Provide ongoing support to ensure the relevant Cyber standards are maintained

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Found that 68% of all devices had longstanding vulnerabilities.

c70 devices had **NOT** been patched for over two years.

Removed vulnerabilities and put in place an efficient 'future state' solution.

Automated **94%** of patching in Dec 23 and Jan 24.

"Without the OneCollab RMM solution, I'm not sure how we would have delivered the patching in such a short period of time."
CIO Transport, Feb 2024

OneCollab