

G-Cloud 15 Service Definition

Patch My PC - Third-Party Update Management

Service Name	Patch My PC Third-Party Update Management
Service Type	Software as a Service (SaaS)
Supplier	Howell Technology Group Limited
Framework	G-Cloud 15

Service Summary

Patch My PC Third-Party Update Management provides automated third-party application patching for Microsoft Intune and Configuration Manager environments, maintaining an up-to-date software catalogue covering 600+ applications. The service reduces security vulnerabilities through timely patching whilst minimising administrative effort and deployment complexity, addressing the critical security gap that third-party applications represent in modern endpoint management.

Service Description

Third-party applications represent the majority of security vulnerabilities exploited in successful cyber-attacks, yet many organisations struggle to maintain timely patching across their diverse application estate. Traditional manual packaging and deployment processes are time-consuming, error-prone, and fail to keep pace with the volume of security updates released by software vendors.

Patch My PC Third-Party Update Management transforms this challenge by providing fully automated detection, packaging, and deployment of third-party application updates directly within your existing Microsoft endpoint management infrastructure. The service supports both Microsoft Intune and Microsoft Configuration Manager (SCCM), integrating seamlessly with your established deployment processes whilst eliminating the manual effort typically required.

The platform maintains a comprehensive catalogue of over 600 popular business applications, including web browsers, productivity tools, media players, collaboration software, development tools, and business applications. Each application is continuously monitored by Patch My PC's team, with new versions detected, packaged, tested, and made available typically within 24-48 hours of vendor release.

For organisations using Microsoft Intune, Patch My PC automatically creates and publishes application packages as Win32 apps, complete with detection logic, install commands, and update rings. For Configuration Manager environments, the service publishes updates directly into your update catalogue, allowing deployment through your existing software update and application deployment processes.

The service dramatically reduces the security exposure window, eliminates the IT overhead of manual application packaging, ensures consistent deployment success through pre-tested packages, and provides comprehensive reporting on patch compliance across your entire application estate.

Service Benefits

Enhanced Security Posture

- Reduce third-party application vulnerability window from months to days

- Comprehensive coverage across 600+ business applications
- Automated detection ensures no updates missed
- Regular security bulletin monitoring and prioritisation
- Proactive protection against zero-day vulnerabilities in supported applications

Operational Efficiency

- Eliminate 20+ hours per month spent on manual application packaging
- Reduce IT team workload through complete automation
- Free technical resources for higher-value activities
- Simplified deployment through integration with existing tools
- Consistent processes across entire application estate

Cost Reduction

- Eliminate costs of commercial application packaging services
- Reduce security incident costs through proactive patching
- Lower helpdesk tickets related to application issues
- Reduce complexity and tooling requirements
- Predictable monthly subscription costs

Compliance and Governance

- Comprehensive reporting for compliance audits
- Demonstrated due diligence in vulnerability management
- Audit trail of all application deployments
- Policy-based deployment controls
- Meet Cyber Essentials and ISO 27001 patching requirements

Improved End-User Experience

- Silent, automated updates minimise user disruption
- Reduced security prompts and update notifications
- Fewer application compatibility issues
- Faster access to new application features
- Improved application stability through timely bug fixes

Service Features

Extensive Application Catalogue

- 600+ supported applications continuously monitored
- Daily catalogue updates with new application versions
- Priority support for most commonly exploited applications
- Coverage across all major application categories
- Regular addition of new applications based on customer demand

Application Categories Supported

- Web browsers (Chrome, Firefox, Edge, Brave)
- Productivity suites (Adobe Acrobat, LibreOffice)
- Media players (VLC, Windows Media Player codecs)
- Communication tools (Zoom, Teams, Slack)
- Development tools (Visual Studio Code, Git, Python)
- Security tools (password managers, VPN clients)
- Business applications (QuickBooks, AutoCAD viewers)
- System utilities (7-Zip, WinRAR, PDF readers)

Microsoft Intune Integration

- Automated Win32 app package creation
- Pre-configured detection rules and install logic
- Assignment group recommendations
- Update supersedence management
- App inventory and compliance reporting
- Support for Windows 10/11 endpoints

Configuration Manager Integration

- Direct publishing into ConfigMgr update catalogue
- Integration with software update workflows
- Application deployment package automation
- Automatic deployment rule (ADR) support
- Distribution point management
- Support for Windows 7/8.1/10/11

Intelligent Update Management

- Automated detection of new application versions
- Pre-release and preview version filtering options
- Critical security update prioritisation
- Deployment ring support (pilot, production)
- Customisable deployment schedules
- Rollback capabilities for problematic updates

Custom Application Support

- Request support for additional applications
- Internal application package creation support
- Custom packaging consultancy available
- Application portfolio analysis
- Rationalisation recommendations

Reporting and Analytics

- Real-time patch compliance dashboards
- Application inventory reporting
- Deployment success/failure analytics
- Security vulnerability exposure reporting
- Historical trend analysis
- Custom report creation

Quality Assurance

- All packages pre-tested before publication
- Automated installation validation
- Uninstall command verification
- Silent installation testing
- Compatibility verification across Windows versions
- Rollback testing

How the Service is Delivered

Initial Assessment and Planning

HTG begins with a comprehensive assessment of your current endpoint management environment, third-party application estate, and patching requirements. This assessment identifies applications requiring support, evaluates existing patching processes, reviews security and compliance requirements, and establishes success criteria.

Service Deployment

For Microsoft Intune environments, HTG deploys the Patch My PC Cloud solution, which requires no on-premises infrastructure. Configuration includes Azure AD application registration, permission assignment, and policy configuration, typically completed within one business day.

For Configuration Manager environments, HTG installs the Patch My PC Publishing Service on a designated server within your infrastructure. Installation includes software installation and configuration, integration with ConfigMgr console, catalogue synchronisation setup, and initial application publishing. Standard deployments complete within 2-3 business days.

Configuration and Customisation

HTG configures the service to align with your organisational requirements, including application filter rules (which applications to manage), update ring definitions, deployment schedules, notification settings, and reporting preferences. Configuration is tailored to your change management processes and risk appetite.

Knowledge Transfer and Training

Comprehensive training is provided for your IT administrators covering service operation, deployment management, reporting and analytics, troubleshooting procedures, and best practices. Training is delivered remotely via Microsoft Teams and includes hands-on configuration exercises.

Ongoing Management Options

Self-Managed with Support: Your IT team operates Patch My PC with HTG providing technical support for configuration assistance, troubleshooting, new application requests, and optimisation recommendations.

Fully Managed Service: HTG assumes responsibility for ongoing service management, including deployment monitoring, compliance reporting, update testing and approval, incident resolution, and regular service reviews.

Continuous Improvement

HTG provides ongoing service optimisation through regular compliance reviews, application portfolio analysis, deployment process refinement, and security vulnerability assessments. Quarterly business reviews ensure the service continues to meet evolving requirements.

Service Management

Service Desk and Support

- UK-based service desk available during business hours (08:00-18:00 GMT)
- Email, telephone, and web portal support channels
- Ticket tracking through HTG's service management platform
- Dedicated account manager for service oversight
- Access to Patch My PC vendor support escalation when required

Incident Management

- Priority-based incident classification and response
- P1 (Critical - service unavailable): 2-hour response time
- P2 (High - major functionality impaired): 4-hour response time
- P3 (Medium - minor functionality impaired): 1 business day response

- P4 (Low - information request): 2 business day response
- Proactive monitoring of service health and catalogue updates

Change Management

- Application catalogue updates managed automatically by Patch My PC
- Configuration changes follow formal change control process
- Testing environment available for major changes
- Scheduled maintenance windows for infrastructure updates
- Emergency change procedures for critical security updates

Service Reporting

- Monthly compliance reports detailing patch status across application estate
- Quarterly security posture assessments
- Annual service reviews with strategic recommendations
- Real-time dashboard access for continuous visibility
- Custom reporting available on request

Onboarding and Offboarding

Onboarding Process

Typical onboarding completes within 1-2 weeks:

1. **Assessment Phase (Days 1-2):** Environment discovery, application inventory, requirements gathering, project planning
2. **Deployment Phase (Days 3-5):** Service installation/configuration, integration with endpoint management, initial catalogue synchronisation, testing
3. **Training Phase (Days 6-7):** Administrator training, documentation delivery, knowledge transfer
4. **Go-Live Phase (Days 8-10):** Initial deployments, monitoring, optimisation, handover to business-as-usual

Offboarding Process

Should you choose to discontinue the service:

1. **Notice Period:** 30 days' notice required for service termination
2. **Knowledge Transfer:** Complete configuration documentation provided
3. **License Management:** Assistance with direct vendor licensing if continuing independently
4. **Service Removal:** Uninstallation of on-premises components if applicable
5. **Data Export:** Export of all compliance and reporting data

No penalties for service termination. Published application packages remain functional after service termination, though updates will cease.

Service Constraints and Dependencies

Prerequisites

- Active Microsoft Intune subscription or Configuration Manager infrastructure
- Windows 10/11 endpoints (Windows 7/8.1 supported in ConfigMgr only)
- Administrative access to endpoint management platform

- Internet connectivity for cloud synchronisation
- Azure AD for Intune deployments

Technical Constraints

- Configuration Manager: Requires current branch (minimum version 1902)
- Intune: Requires Windows 10 1607 or later on managed devices
- On-premises Publishing Service requires Windows Server 2016 or later
- Minimum 2GB RAM and 20GB disk space for Publishing Service
- HTTPS connectivity to Patch My PC cloud services required

Supported Applications

- Limited to applications in Patch My PC catalogue (600+ currently)
- Custom applications require separate packaging service
- Some applications require user interaction or restarts
- Line-of-business applications not supported without custom packaging
- Legacy application versions may have limited support

Deployment Limitations

- Deployment timing dependent on endpoint management platform capabilities
- Network bandwidth requirements for application distribution
- End-user administrative rights may prevent some installations
- Application compatibility dependent on Windows version
- Some applications may require specific .NET or Visual C++ prerequisites

Geographic Restrictions

- Service available in all regions where Microsoft Intune/ConfigMgr supported
- Cloud catalogue synchronisation requires internet access
- Some applications may have regional licensing restrictions
- Localisation support varies by application

Pricing Information

Licensing Model

Patch My PC is licensed on a per-device, per-year basis for Configuration Manager environments, or per-user, per-year for Intune environments. Pricing includes:

- Access to complete application catalogue (600+ applications)
- Unlimited application updates throughout subscription period
- Technical support during business hours
- Catalogue updates and new application additions
- Access to online knowledge base and documentation

Professional Services

Implementation and ongoing management services are priced separately:

- Initial deployment and configuration
- Administrator training
- Ongoing managed service (if selected)
- Custom application packaging (quoted separately)
- Additional consultancy services

Pricing Transparency

Detailed pricing is available through HTG's G-Cloud 15 pricing document. Pricing is based on:

- Number of managed devices or users
- Service level selected (self-managed vs fully managed)
- Professional services requirements
- Contract term and volume discounts

No Hidden Costs

- No additional fees for catalogue updates
- No per-application licensing fees
- No charges for technical support within service hours
- No termination or exit fees

Data Security and Protection

Data Location and Sovereignty

- Patch My PC cloud services hosted in Microsoft Azure (US and EU regions)
- Metadata only transmitted to cloud (no endpoint data)
- Application packages downloaded from vendor CDNs where possible
- On-premises Publishing Service option available for data sovereignty requirements
- No customer data or personal information transmitted to Patch My PC

Data Security Measures

- TLS 1.2 encryption for all data transmission
- HTTPS-only communication channels
- No storage of customer business data
- Application package integrity verification
- Digital signature validation on all packages

Compliance and Certifications

- Patch My PC SOC 2 Type II certified
- GDPR compliant data processing
- ISO 27001 aligned security practices
- HTG Cyber Essentials Plus certified
- Regular security audits and penetration testing

Privacy Protection

- No personal or business data collected from endpoints
- Telemetry limited to application version information
- No user tracking or behaviour monitoring
- Data processing agreement available
- GDPR rights honoured

Security Assurance

- All application packages scanned for malware
- Packages obtained directly from software vendors
- Digital signature verification mandatory
- Package integrity checksums verified
- No package modification or injection

Service Level Agreement (SLA)

Availability Commitment

- 99.9% uptime guarantee for Patch My PC cloud services

- 99.5% uptime guarantee for on-premises Publishing Service
- Measured monthly excluding planned maintenance
- Service credits available for SLA breaches
- Planned maintenance communicated 5 business days in advance

Catalogue Update Commitment

- New application versions available within 48 hours of vendor release
- Critical security updates prioritised for same-day availability
- Minimum 3 application catalogue updates per week
- New application requests evaluated within 5 business days

Support Response Times

- P1 (Critical): 2 hours, business hours
- P2 (High): 4 hours, business hours
- P3 (Medium): 1 business day
- P4 (Low): 2 business days

Business hours defined as 08:00-18:00 GMT, Monday-Friday, excluding UK public holidays.

Terms and Conditions

Service provision is governed by HTG's G-Cloud 15 Call-Off Terms and Conditions. Key terms include:

Contract Duration

- Minimum initial term: 12 months
- Annual renewal thereafter
- 30 days' notice required for termination
- Pro-rata refunds available for early termination after minimum term

Service Changes

- HTG reserves right to update service features
- Material changes communicated 30 days in advance
- Pricing changes on 90 days' notice
- Customer right to terminate if material changes unacceptable

Liability

- Liability terms as per G-Cloud framework
- Professional indemnity insurance: £5,000,000
- Public liability insurance: £5,000,000
- Cyber liability insurance: £5,000,000

Additional Information

Environmental and Social Value

- Carbon-neutral operations
- Paperless service delivery
- Apprenticeship programmes
- SME supplier partnerships
- Community engagement initiatives

Supplier Information

- Company Name: Howell Technology Group Limited
- Microsoft Solutions Partner status
- Patch My PC Certified Partner
- ISO 27001 certified
- Cyber Essentials Plus certified

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