



SAPPHIRE™

Your Estate, Always Current. Your Business, Always Protected.

Achieve an IT environment that is consistently current, stable and predictable, with a disciplined patch rhythm, reduced vulnerability exposure, fewer operational surprises and more time for your teams to focus on strategic priorities.

The challenge facing organisations

Patching should strengthen your organisation, not slow it down. Yet most IT teams face high patch volumes and conflicting maintenance windows, legacy systems and complex dependencies, limited internal capacity and reactive patch cycles that drain time and increase risk.

The result: missed updates, heightened vulnerability exposure, operational disruption and recurring audit findings.

When patching becomes a firefight, innovation stalls and risk grows.

60% of breaches involve vulnerabilities for which a patch is available but not applied.

How Sapphire solves this

Sapphire delivers a managed, end-to-end patch service that handles the scheduling, coordination and execution of security, operating system and third-party application updates across servers and endpoints, governed by your rules of engagement and change control.



Key Benefits

- Reduced financial and operational risk
- Greater workforce productivity
- Enhanced operational resilience
- Better utilisation of existing technology investments
- Improved compliance and audit performance

This provides consistent cadence, reduced risk and clear accountability while freeing your internal teams to focus on higher-value work.

What's included

- End-to-end patch orchestration across in-scope servers and endpoints, aligned to agreed maintenance windows and approval workflows.
- A clear service framework detailing scope, deliverables, exclusions, responsibilities and SLAs.
- Integration and alignment with Sapphire's wider exposure and vulnerability services to help prioritise what matters most.

Why Sapphire works better

Our model blends specialist expertise, proven governance and pragmatic delivery. We begin with your operating model and risk appetite, define rules of engagement that respect business criticality, and run a disciplined patch cadence that reduces variance, eliminates last-minute scrambles and strengthens control.

Take control of your cyber risk today.

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What sets Sapphire apart

- UK-based experts with deep experience across regulated sectors
- Consistent, reliable cadence that reduces operational noise
- Integration with our broader exposure-management ecosystem
- Service quality underpinned by structured reporting and transparent governance
- Designed for efficiency — reducing your internal workload, not adding to it

Business benefits

You benefit from:

- **Reduced financial and operational risk:** a consistent patching rhythm lowers the likelihood of costly security incidents, outages and regulatory penalties, helping protect revenue, reputation and service continuity.
- **Greater workforce productivity:** with fewer disruptions and less time spent firefighting, IT teams can focus on delivering strategic initiatives that drive growth, efficiency and customer value
- **Enhanced operational resilience:** a stable, up-to-date estate strengthens business continuity and reduces the likelihood of service degradation impacting staff or customers.
- **Better utilisation of existing technology investments:** regular patching ensures systems run reliably and as intended, extending asset life and improving the return on previous technology spend.

- **Improved compliance and audit performance:** reliable patching evidence and structured reporting make it easier to demonstrate adherence to security standards, reducing audit effort and avoiding compliance gaps.
- **Lower cost of ownership:** by removing the planning, testing and deployment burden from internal teams, organisations avoid the expense of recruiting or retaining specialist patching expertise.

How we work with you

With a clear and agreed approach, we onboard in-scope systems, agree windows and approvals, then take on the day-to-day planning and execution of patches across the estate. You'll receive regular, structured service updates and review sessions, providing clear visibility of ongoing activity and upcoming changes. Any refinements or adjustments to the service will be carefully managed through an agreed change-control process to ensure transparency and continuity.

The outcome

You'll gain a safer, calmer and more compliant estate, with fewer surprises and stronger resilience, delivered through a managed service that fits the way your organisation truly operates.

Turn patch management into a competitive advantage

Speak to Sapphire's experts to streamline patching, reduce operational burden and strengthen business resilience where it matters most.

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