

# Patch24 – Service Definition

**Service Name:** Patch24

**Supplier:** Jigsaw24

**Version:** 1.0

## 1. Service Summary

Patch24 is Jigsaw24's macOS patch management solution providing automated application patching, rapid update deployment, comprehensive visibility, and compliance support. It is designed to work with MDM solutions and provides intuitive dashboards, urgent update push, catalogue-based app onboarding, and compliance reporting.

## 2. Service Features & Capabilities

Automated patching; App catalogue onboarding via CLI; urgent update push; grouping & patch rings; detailed dashboards; software discovery; branding; agent-driven self-service.\

## 3. Benefits

Enforces update policies for Cyber Essentials tracks compliance; reduces manual effort; native macOS experience; supports any MDM; improves security posture.

## 4. Onboarding & Offboarding

Onboarding includes:

- Licensing provision
- Customer setting up policy's
- Device grouping,
- Offboarding:
- Remove agent
- Export patch history if required.

## 5. Service Levels

SLA's are kept within our documentation site, please see references below

## 6. Data Security

Patch24 aligns with GDPR; minimal telemetry retained; dashboard and reporting data stored in UK/EU regions;

Further details are contained within our documentation site and EULA

## 7. Availability & Hosting

Patch24 portal delivered via high availability cloud configuration; agent on macOS devices;

## 8. Constraints

macOS only; requires agent install;

## 9. Training & Documentation

Admin guides, portal usage documentation, app catalogue notes, CLI onboarding notes, see reference documentation

## 10. Service Limitations

Does not not manage OS updates; catalogue limited to supported apps;

## 11. Reference Documentation

### **EULA**

<https://www.jigsaw24.com/patch24-end-user-licence-agreement>

### **Documentation Site**

<https://docs.jigsaw24.com/Patch24/>

