



# PATCH MANAGEMENT

## EXECUTIVE SUMMARY

New Angle Systems LLC engaged Innovative Digital Transformation LLC (IDT) to design and implement a unified, automated patch management process across its production environments. The customer required an end-to-end system capable of detecting security updates, reviewing findings, coordinating responses, and applying patches across AWS workloads, colocation infrastructure, and on-premises data centers. In addition to building the system, IDT was contracted to provide long-term operational support.

*We partnered with IDT to implement a unified, automated patch management process across our AWS, colocation, and on-prem environments. Managing updates across such a diverse infrastructure was complex, and IDT's solution brought the consistency and efficiency we needed.*

*Their team not only delivered a secure, well-automated system but also took on long-term operational support, allowing our internal teams to stay focused on strategic priorities. We highly recommend IDT as a reliable and knowledgeable AWS partner.*

**Eric Saito - Principal  
New Angle Systems LLC**

## THE CHALLENGE

The customer faced increasing complexity in managing security updates across hybrid environments. Ensuring timely and secure patching was resource-intensive and difficult to standardize, especially when involving multiple infrastructures. The client needed a scalable, automated solution to reduce manual effort, mitigate security risks, and maintain compliance. In parallel, they sought a trusted partner who could continue managing the patch lifecycle beyond initial implementation.

## IDT SOLUTION

IDT developed an automated patch management system tailored to the customer's mixed environments. The system included:

- Detection of available security patches
- Structured workflows for vulnerability review
- Stakeholder coordination for timely decision-making
- Secure application of updates across AWS cloud, colocation, and on-prem servers

The solution was built using AWS services such as EC2 and KMS, ensuring both flexibility and security. As part of a long-term engagement, IDT also assumed responsibility for ongoing patch operations, allowing the client's internal teams to focus on strategic priorities.

## THE BENEFITS

- Centralized and consistent patching across all environments
- Reduced manual overhead and improved operational efficiency
- Strengthened security posture and compliance alignment
- Long-term managed support from experienced AWS professionals

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