

# Choosing a Vendor

Patch and endpoint management are vital components of a broader IT Operations (ITOps) strategy and evaluating your next patch management solution is a lot easier when you have an inside edge on what is important. At Automox, we understand what makes a market-disrupting endpoint hardening and patch management solution, so we've put together a helpful list of capabilities to review when evaluating vendors. Use this list to quickly understand the important attributes of a comprehensive, cloud-native ITOps platform that provides endpoint hardening and patch management and start the conversation with your vendor to make sure there aren't any unwelcome surprises for your team.



## CUSTOMER EXPERIENCE

- Multiple communication channels for your users to reach support (e.g., phone, email, chat, and social media)
- Customer-friendly and easy method to check the status of support requests
- End-user access to self-service content
- Vendor-conducted onboarding of your team with the appropriate structure, training, and resources
- Ongoing support for your team at the level that you need, including a dedicated account manager for your organization
- Regular training and knowledge transfer sessions led by product experts
- Ability to submit ideas and feedback to the vendor to suggest improvements to the product roadmap



## COST & VALUE

- An endpoint hardening and patch management platform based on a cloud-native, Software as a Service (SaaS) architecture, free from on-premises infrastructure requirements
- Automated policies to avoid configuration drift and repetitive, manual intervention
- A globally available, cloud-based service
- Reduced administrative labor hours and operations costs
- Extensive capability to reduce data breaches that impact operations
- Expedited vulnerability remediation across an organization when new insights from investigations surface
- Management of multiple Operating System (OS) environments from a single console
- Reduced dependency on costly on-premises tools
- Extensive support to migrate patch management from on-premises tools to a cloud-native solution
- Continuous patch management to help make endpoints less vulnerable to attackers



## FUNCTIONALITY

- Instant visibility into vulnerability exposure without relying on manual processes or trouble ticketing between SecOps and ITOps
- Clear identification and communication of vulnerability severity and prioritization of actions and compliance goals
- Native support for Microsoft® Windows®, macOS®, and Linux® devices from a single platform and management console
- Extensive built-in support for third-party patches
- Built-in support for security configuration management
- Built-in support for enterprise software deployment
- Native support for custom scripting at scale
- In-depth and actionable visibility into noncompliant endpoints
- Reduction of patch management complexity
- Complete support for a remote workforce



## ADMIN MANAGEMENT

- Easy-to-use administration to add, edit, and monitor devices
- Easy-to-use administration to add, edit, and monitor policies
- View, edit, and/or manage users and organizations with Role-Based Access Controls (RBACs)
- Zero on-premises infrastructure to manage to free up ITOps team for value-added activities



## LIGHTWEIGHT AGENT

- Small footprint agent with an imperceptible performance impact on endpoints
- Platform agent with a continuous channel for communication regardless of location to the server
- An agent that requires less than 10MB to run on each endpoint



## AUTOMATION

- Comprehensive ability to take any action on endpoints and automatically enforce those actions
- Global, cloud-native, and infrastructure-free solution with no dependence on local distribution servers and complex infrastructure
- Automation features to reduce alert fatigue and improve organizational speed and agility
- Continuous enforcement of patching and configuration policy compliance requirements, regardless of device location
- Rich set of Application Program Interfaces (APIs) for integrating and automating functionality within an organization's existing tools
- Automatic deployment of software and updates at scale



## REPORTING

- Out-of-the-box reporting on device activity, device status and history, device compliance, and historical patch activity
- Generate, view, and download reports easily from the console or UI/UX
- An API that provides accessibility for custom workflow processes to business intelligence reporting



## IMPROVE YOUR ENDPOINT HARDENING GAME WITH AUTOMOX

Facing growing threats and a rapidly expanding attack surface, understaffed and alert-fatigued organizations need more efficient ways to eliminate their exposure to vulnerabilities. Automox is a modern, cloud-native platform that closes the aperture of attack by more than 80%, with just half the effort of legacy solutions.

Cloud-native and globally available, Automox enforces OS and third-party patch management, security configurations, and custom scripting across Windows, macOS, and Linux from a single intuitive console. ITops and SecOps teams can quickly gain control and share visibility of on-premises, remote, and virtual endpoints without the need to deploy costly infrastructure.

### Automated patch management

Continuous patching of OS and third-party applications

### Automox Worklets™

Create custom tasks using scripts across any managed Windows, macOS, or Linux device

### Cloud-native platform

Harden endpoints without complex infrastructure or VPN requirements

### Configuration management

Serverless configuration management for all managed devices with zero drift

### Continuous policy enforcement

Automatically enforce patching, configuration, deployment, and Automox Worklet tasks

### Multi-OS support

Support for Windows, macOS, and Linux devices

### Endpoint visibility

In-depth visibility to identify noncompliant devices

### Lightweight agent

Efficient and lightweight agent – under 10MB

### RBAC

Set individual permissions for users and groups

### Rich API

Fully featured and documented API for complete integration into your infrastructure

### Software deployment

Painlessly deploy, manage, and enforce operating system and third-party applications globally

### Straightforward reporting

Real-time, up-to-date reports for meaningful, appropriate, and actionable insight



## READY TO GET STARTED? TRY AUTOMOX FOR YOURSELF.

Get a free 15-day trial to see why Automox is the only cloud-native, easy-to-use platform for modern IT Operations. [automox.com/signup](https://automox.com/signup)