Patch Management

App-Care

The App-Care patch management solution extends the power of LabTech's patch management capabilities beyond just Microsoft updates to third party applications such as Adobe Reader, Adobe Flash, Java Runtime and more. Unpatched applications are highly vulnerable to malware which costs managed service providers (MSPs) time and money to remove. Created to integrate with LabTech, App-Care downloads all updates from their servers and pushes the patches to client computers automatically to close security gaps in third party applications.

How Does App-Care Patching Work?

App-Care seamlessly integrates into LabTech so that you can begin auditing, patching, documenting and even billing third party application updates. Use App-Care's control panel to define a global policy that sets deployment and branding settings for the majority of your end-users. Exception groups allow you to exclude computers from the global policy in order to customize settings. All application updates are automatically imported from App-Care's master servers daily to ensure you always patch to the latest version. By leveraging all of the automation options available in LabTech, App-Care reduces administrative tasks and allows technicians to focus on exceptions only.

Applications Currently Patched by App-Care:

- Adobe Flash, Adobe Reader, Adobe Shockwave
- Apple iTunes, Apple Quicktime, Apple Safari
- Mozilla Firefox, Mozilla Thunderbird
- Oracle Java
- PDF Creator
- Skype Business

Key App-Care Advantages:

- "Set it and forget it" patching
- You are in control of the patching tool
- Clients' computers are updated nightly
- Adds a higher value to your MSP offering
- App-Care provides the downloads

Features

- Designed from scratch to integrate with LabTech
- Installs on your LabTech RMM platform in just minutes
- Automates billing through your Professional Services Automation (PSA) Solution
- Defines deployment policies globally with client, location, agent level or user defined exceptions available
- After installation, setup and scheduling are complete, App-Care downloads all updates from their servers and pushes the patches to your clients' computers automatically
- Updates application definitions and scripts automatically
- Automatically alerts or creates a ticket if problems are detected during the patching process
- Ability to scale deployments while easily handling exceptions

Benefits

- Start patching immediately with easy installation and configuration
- Provides a source of recurring monthly revenue with automated third party patch management
- Hosts all patch installers on the App-Care servers so your LabTech server's bandwidth is not impacted
- App-Care takes advantage of LabTech caching to lower the bandwidth impact of downloading patch installers on your clients' Internet connection
- Closes security vulnerabilities in third party applications to reduce time spent removing malware from client computers
- Leverages all automation options available in LabTech to reduce administration time and increase efficiency
- Documents all updates and adds time to tickets in order to show clients the value of your MSP services
- Receives full support from LabTech Software

4110 George Road | Tampa, FL 33634 | 877.522.8323 | labtechsoftware.com