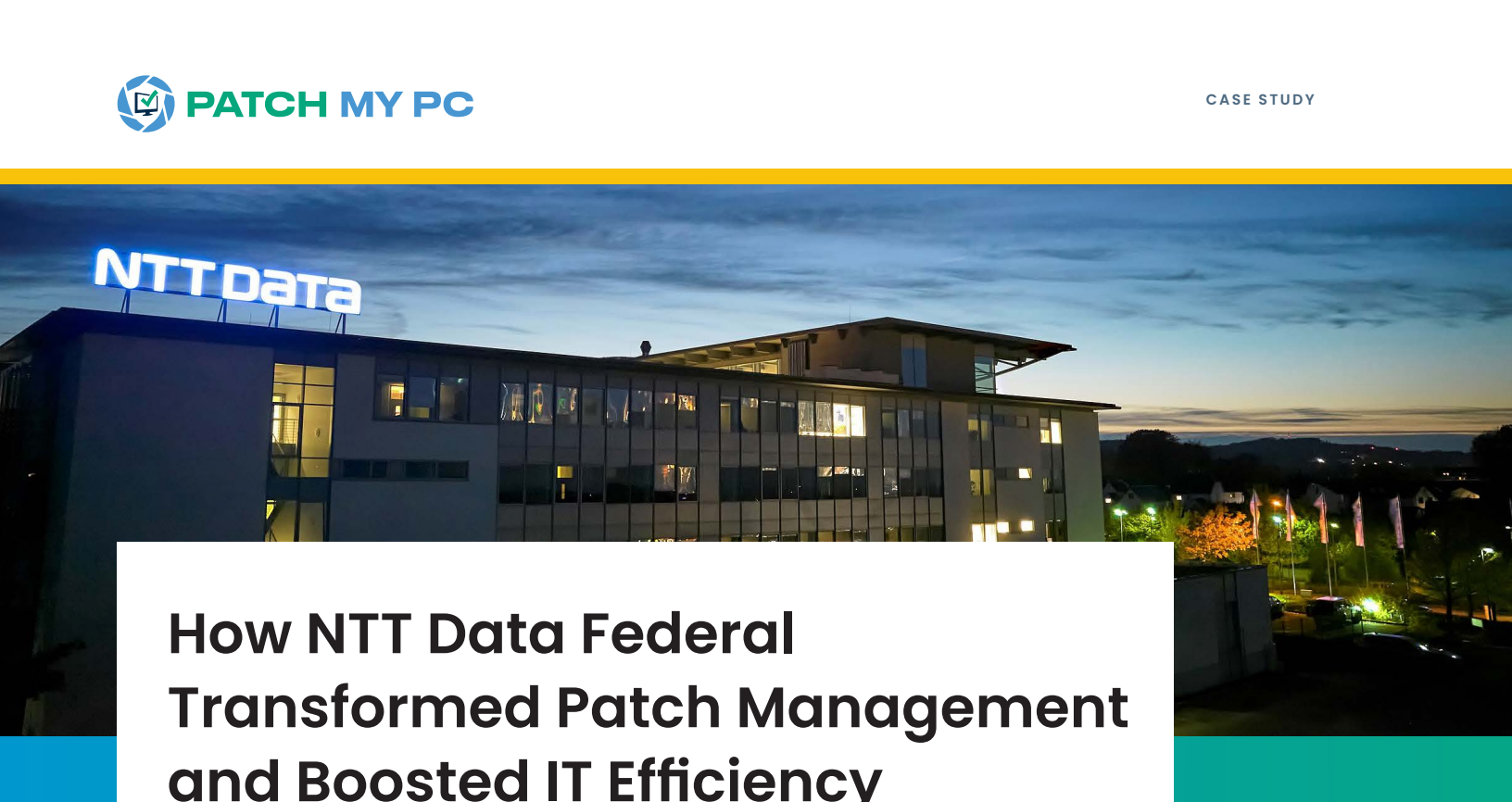


NTT Data

How NTT Data Federal Transformed Patch Management and Boosted IT Efficiency

NTT Data's Story

NTT Data Federal's IT team was drowning in manual patching—wasting hours building updates, chasing vulnerabilities, and troubleshooting failed installs. That changed when they brought in Patch My PC and turned a high-maintenance workflow into a hands-off success story.

ABOUT NTT DATA

NTT Data Federal Services is the U.S. public-sector division of NTT DATA, a top-10 global IT services provider with over \$30 billion in revenue and 190,000+ employees across 50 countries. Based in Herndon, Virginia, NTT Data Federal supports more than 90 federal agencies and numerous municipalities with secure cloud solutions, cyber-security, and digital transformation programs backed by decades of experience.

THE DILEMMA: MANUAL MAYHEM

Before Patch My PC, third-party patching at NTT Data Federal Services was an uphill battle. Joe Alonge described it as a constant cycle of rebuilding and retesting: every application rollout felt like a gamble, and every update demanded troubleshooting that pulled engineers off higher-priority projects. "You constantly have to test if the application was set up correctly," he said. "Then troubleshooting those issues takes time away from our techs."

For a public-sector enterprise with dozens of teams using different software, managing updates wasn't just complex—it was chaotic. David Perez called out the growing burden of trying to keep everything patched and compliant manually. The process was prone to delays, inconsistencies, and user disruptions that frustrated employees and slowed down productivity.

PRODUCTS

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Security was an even bigger concern. Despite their team's best efforts, the patching process just couldn't keep pace with the growing volume of vulnerabilities. And with a patching toolkit that lacked both flexibility and integration, the team felt boxed in—trading speed and security for a fragile, time-consuming routine that left them exposed.

And they weren't alone: studies show that 70% of enterprise IT teams lose over six hours each week to manual patching, and unpatched software is responsible for nearly 60% of all breaches. The team at NTT Data Federal knew they needed more than a workaround. They needed a solution that just worked.

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The product also minimized user disruptions during updates. This addressed a major pain point and enhanced the overall user experience.

David Perez
Systems Engineer

The Solution: Automation Unleashed

When they found Patch My PC, things changed fast.

Instead of chasing installs and scrambling to validate compatibility, the team gained a fully automated, scalable patch management process that worked within their existing infrastructure. “It's a set it and forget it solution,” Joe said. “We just tell it to use the latest.”

The automation freed up hours of engineering time—and eliminated the guesswork. With a robust app catalog that updated in real-time, the team no longer had to manually track version changes or cross-check configurations. Patch My PC handled the packaging, publishing, and deployment—seamlessly.

David noted how deployment consistency improved overnight. Advanced scheduling allowed updates to roll out without interrupting users, while behind the scenes, security risks were shrinking. “Patch My PC helped us promptly deploy critical patches, reducing exposure to risks,” he said. That combination of automation and assurance gave the team breathing room to focus on strategic work again.

Patch My PC didn't just solve a problem—it made patching a non-issue.

PERFECTLY PATCHED AND SECURE

NTT Data Federal turned a fragmented, manual process into an efficient, automated engine. By leveraging Patch My PC, they streamlined updates, minimized risk, and freed up valuable time and energy.

PARTNER WITH US

AI-powered attackers move faster than ever. Legacy patching can't compete. Patch My PC automates third-party app updates, protecting enterprise devices within hours, not months.



PATCH MY PC

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