TECHNOLOGY BRIEF · MONITORING & PATCHING

Monitoring & Patching

problems caught before your team notices, updates applied before attackers use them



Short answer: every managed device runs a monitoring and management agent. It watches device health, raises alerts, applies operating system and third-party updates on a schedule, runs fix-up scripts and gives our engineers secure remote access. whedo.it uses Atera for this, alongside Intune, so most problems are fixed before anyone has to call.

Why it matters

- **Unpatched software is a favourite way in.** Exploited vulnerabilities in internet-facing systems should be patched or mitigated within 48 hours under ASD's Essential Eight model.
- **Small problems stay small.** Full disks, failing services and stopped backups raise an alert instead of an outage.
- **Fixes without site visits.** Scripts push the fix to the device, wherever it is.
- **Help in minutes.** Engineers connect to the device remotely instead of driving out.

What whedo.it does

Area	What we do
Agent	The Atera agent deployed to every managed device, rolled out through Intune.
Monitoring	24/7 monitoring of device health and alerts, with our team acting on them.
Patching	Windows, macOS and third-party application updates automated on a schedule.

Area	What we do
Remediation	Recurring detect-and-fix scripts that keep devices at the whedo.it baseline.
Remote support	Secure remote access for our engineers, for fixes and help desk calls.
Response	P1 response inside 30 minutes in business hours and inside one hour after hours.

Key facts

Fact	Detail
Platform	Atera remote monitoring and management (RMM): real-time monitoring and alerts, patch management, scripting and automation, and remote access.
Patch coverage	Windows, macOS, Linux and third-party software updates.
Remote access	Built-in integrations including AnyDesk, Splashtop, TeamViewer and ScreenConnect.

Who it suits: every managed client. Monitoring and patching is the foundation the rest of the service sits on.

Next step

Book a 30-minute scoping call. We'll show you which of your devices are behind on updates today. Warren Ephron · 0421 346 887 · warren@whedoit.com

Sources: Atera (RMM software). whedo.it service figures from the whedo.it brand guidelines. Full links in the whedo.it technology guide.