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TECHNOLOGY GUIDE · MONITORING & PATCHING

Monitoring & Patching

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

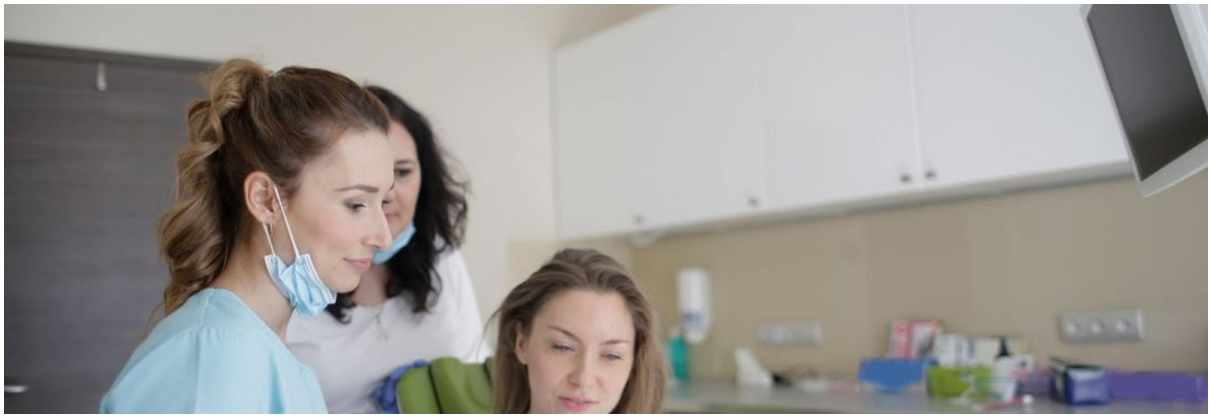
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A guide for business owners and IT leads: what remote monitoring and management (RMM) does, how whedo.it monitors and patches devices, how fixes are automated, and how this ties into response times.

1. What RMM is

Remote monitoring and management (RMM) software puts a small agent on every managed device. The agent reports device health, raises alerts, installs updates, runs scripts and lets an engineer connect remotely. whedo.it uses Atera as its RMM platform, working alongside Microsoft Intune, which enforces the device standard.



Monitoring and patching runs quietly in the background on every managed device.

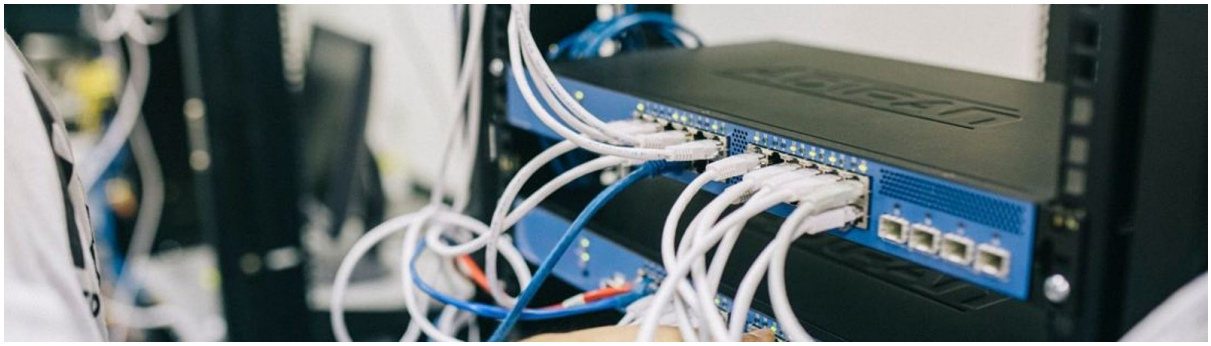
2. Monitoring and alerts

Devices report in continuously. Alerts for problems such as low disk space, stopped services or failed updates come to our team, who act on them, often before the user notices anything. whedo.it monitors 24/7, with P1 response inside 30 minutes in business hours and inside one hour after hours.

3. Patching

What gets patched	How
Windows	Operating system updates on a managed schedule, alongside Intune update rings.
macOS and Linux	Operating system updates through the RMM where those devices are managed.
Third-party apps	Browsers, readers, runtimes and other common applications updated automatically.

> **Why speed matters:** ASD's Essential Eight maturity model expects exploited vulnerabilities in internet-facing systems to be patched or mitigated within 48 hours.



Edge devices and servers are patched quickly when a vulnerability is being exploited.

4. Automated fixes

Common problems are fixed with scripts rather than site visits. We write them as detect-and-remediate pairs: the first checks whether a device meets the whedo.it baseline, the second fixes it if it doesn't. They run on a schedule, so devices that drift are brought back to standard automatically. Intune scripts are the fallback where the RMM agent isn't available.

5. Remote support

When someone needs help, our engineers connect to the device securely and fix it, wherever the device is: Perth, a regional branch, a home office or a mine site.

6. Common questions

Does this replace Intune? No. Intune enforces the device standard; the RMM monitors, patches, runs fixes and gives our engineers remote access. They work together.

Do you watch devices after hours? Yes. Monitoring is 24/7, with P1 response inside one hour after hours.

SOURCES

Atera: Remote monitoring and management software (atera.com/rmm-software) · ASD: Essential Eight maturity model (patching timeframes) (cyber.gov.au/resources-business-and-government/essential-cyber-security/essential-eight/essential-eight-maturity-model)

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