Add-On Service Description: Atlas Patch Management

1. Service Overview

eSentire's Atlas Patch Management (the "**Service**") is a software patching capability within the Atlas Platform. The Service uses the Atlas Sensor installed on Client endpoints to inventory installed third-party software, find vulnerabilities in that software, rank available updates by risk, and apply updates. The Atlas Sensor interacts with the native package manager of each operating system to manage the delivery of the patch. No separate patching tool, console or vendor relationship is required.

Client decides what is patched and when. eSentire operates the Service in the Atlas Platform, maintains the Atlas Sensor, and is Client's first point of contact for support. The Service ranks available updates by risk, so Client can see which updates to apply first. In addition to deploying the patch directly, Client can elect to track patch work as Tickets in Atlas, and can connect Atlas ticketing to its own systems through Atlas's self-service ticketing integration.

The Service is available as an Add-On to Atlas Packages and is licensed per user, as detailed on the Order Form.

2. Service Definitions

In addition to the below, any capitalized terms contained in this Service Description are as defined herein or in the service description for the applicable Atlas Package:

- "**Atlas Sensor**" means the eSentire software installed on Client endpoints.
- "**Patch Job**" means an action, run by the Atlas Sensor, that updates one or more software packages on an endpoint.

3. Service Capabilities

The Service supports the following types of endpoints, which must run the Atlas Sensor version 7.0 or later:

- **Windows:** Windows 10 and later; Windows Server 2025 and later;
- **macOS:** all macOS versions that Apple currently supports;
- **Linux (apt):** Debian and Ubuntu;
- **Linux (yum):** RHEL, Rocky, Alma, Fedora, Amazon Linux and CentOS; and
- **Linux (zypper):** SLES and openSUSE.

3.1. Software Inventory. The Atlas Sensor inventories installed third-party software on each endpoint and shows the inventory in the Atlas UI.

3.2. Update Detection. The Atlas Sensor queries the native package manager of each operating system to find available updates. The package managers are WinGet on Windows, Homebrew on macOS, and apt, yum and zypper on Linux.

3.3. Patch Execution. The Atlas Sensor applies updates to third-party software through the applicable package manager(s). Client starts each Patch Job in the Atlas UI, on one endpoint or on multiple endpoints.

3.4. Vulnerability Matching. The Service compares the software inventory with known vulnerabilities. It matches each vulnerability to the installed version.

3.5. Prioritization. Vulnerabilities matched to software are scored on severity, CVSS and real-world exploitation, creating a prioritization.

3.6. Patch Recommendations. The Atlas UI shows the ranked list by software and by asset. Client can start a Patch Job or raise a Ticket from any item on the list.

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3.7. Ticketing. The Service creates Tickets in the Atlas ticketing system. Client can follow each Ticket to closure in the Atlas UI. Client can connect Atlas ticketing to its own ticketing or ITSM system through the self-service ticketing integration, so that Tickets also appear in Client's systems.

3.8. Visibility and Reporting. The Atlas UI shows software inventory, available updates, ranked recommendations, Patch Job status, and Patch Job history.

3.9. Audit Trail. The Atlas Platform records who started each Patch Job, and the result of each job.

4. Service Options, Eligibility and Deployment

4.1. Add-On. The Service is sold as an Add-On to all Atlas Packages. It is not available as a standalone service. The Service is licensed per User.

4.2. Eligibility. Client must run a prescribed version of the Atlas Sensor(see Section 3 above) on each in-scope endpoint. Endpoints without the Atlas Sensor are not covered by the Service.

4.3. Deployment and Onboarding. eSentire enables the Service in the Atlas UI. Client deploys or updates the Atlas Sensor on in-scope endpoints. eSentire and Client then review the first set of ranked recommendations. eSentire trains Client on the Atlas UI patch controls. Onboarding ends when the agreed endpoints report inventory to Atlas and Client training is complete.

5. Data Storage and Portability

The Atlas Platform collects data from the Client Environment through the Atlas Sensor, including software inventory, available update data, and Patch Job status and results (all such collected Client Data, "**Raw Data**"). Raw Data is processed and analyzed by the Atlas Platform. A "**Ticket**" tracks patch work, technical support requests and other work performed under the Service.

The Service does not use a third-party tenant. Data for the Service is held on the Atlas Platform.

6. Operations, Maintenance and Support

6.1. Approval and Control. Client is responsible for patching its systems. Client manages the approval workflow for patching. Patch Jobs run only when a Client user starts them in the Atlas UI. eSentire does not start Patch Jobs on Client endpoints.

6.2. Timing of Patch Jobs. Client chooses when to start each Patch Job. Patch Jobs can cause restarts or application interruptions. Client is responsible for choosing times that suit its business.

6.3. Support. eSentire is Client's first point of contact for support relating to Atlas Sensor issues, failed Patch Jobs caused by the Service, and questions on the Atlas UI patch controls. Client can engage eSentire for support by email, telephone, and the Atlas UI.

6.4. Maintenance. eSentire maintains the Atlas Sensor and the Service in the Atlas Platform. Atlas Platform uptime and service levels are set out in the SLA document.

7. Responsibilities

Client is responsible for:

- deploying and maintaining a prescribed version of the Atlas Sensor (see Section 3 above) on in-scope endpoints;

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- configuring the self-service ticketing integration with its own systems, if used;
- starting and approving Patch Jobs, and choosing when they run;
- testing patches in its own environment before broad deployment, and deciding if a patch is safe for its systems;
- rollback and recovery of endpoints or applications affected by a patch;
- keeping the native package managers on its endpoints working, and keeping endpoints able to reach the package sources and the Atlas Platform;
- informing eSentire of changes to its endpoint or software management tools that can affect the Service; eSentire is released from service level obligations affected by changes of which eSentire was not given prior notice; and
- providing the resources, information, documentation, and access to personnel, equipment, and systems reasonably required by eSentire to perform the Service.

9. Service Turndown

Upon expiration or termination of the Service, eSentire disables the Service in the Atlas Platform and the Atlas Sensor stops running Patch Jobs for Client. Software already patched is not rolled back. Data held on the Atlas Platform is handled as described in the standard policy of the main Service Description.

10. Exclusions

The Service excludes:

- virtual patching and other compensating controls;
- direct integration with third-party patch tools, such as Intune, SCCM, WSUS, Ivanti, Tanium or Automox;
- building or maintaining Client's side of the ticketing integration;
- configuration exposures that a software update does not fix;
- operating system patching, firmware and driver updates, and software that a supported package manager does not manage;
- endpoints on which the Atlas Sensor is not installed; and
- testing of patches, and rollback of a patch after it is applied.

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Appendix A: Responsibilities Matrix

Function	Client	eSentire	Atlas Sensor
Onboarding			
Confirm Atlas Package eligibility and user count	RA	C	-
Enable Service in Atlas UI	I	RA	-
Deploy or update Atlas Sensor on in-scope endpoints	RA	C	-
Client training on Atlas UI patch controls	I	RA	-
Patch Operations			
Inventory of installed third-party software	I	A	R
Detect available updates through native package managers	I	A	R
Prioritization of updates and recommendations	I	RA	-
Create and track patch Tickets in Atlas	I	RA	-
Work and close patch Tickets in Client systems	RA	I	-
Approve patch deployments	RA	C	-
Execute patch jobs started by Client	A	A	R
Review failed patch jobs	RA	C	-
Resolve Sensor-side failures (connectivity, package manager errors)	C	RA	R
Testing of patches before broad deployment	RA	C	-
Rollback or remediation after a failed or faulty patch	RA	-	-
Support and Health			
First-line support	I	RA	-
Atlas Sensor health and version maintenance	I	RA	R
Atlas Platform availability and maintenance	I	RA	-
Notify eSentire of endpoint or software management changes	RA	I	-
Turndown			
Disable Service and stop patch jobs	C	RA	R

R = Responsible; responsible for action and implementation. Responsibility can be shared.

A = Accountable; ultimately answerable for the activity or decision, including "yes" or "no" authority and veto power.

C = Consulted; subject matter experts consulted prior to a final decision or action.

I = Informed; needs to be informed after a decision or action is taken.

The Atlas Sensor is shown for reference.

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