



SQL Server Patching

Reducing the risk and ensuring the currency of your critical SQL Server databases

Database Solutions is a division in the Australia and New Zealand region of NTT Ltd. and includes the **former SQL Services as part of its broader database expertise and capabilities.**

Discover our SQL Server Patching services

Improving the long-term security, supportability, and performance of your SQL Server estate

Our four-phase approach to SQL Server Patching makes incremental improvements at each stage of the process with the long-term goal of ensuring your environment is continuously up to date with the latest bug fixes and patches. This is a customizable service, allowing you to choose which phases to implement.

The overall goal of this engagement seeks to ultimately reduce the risk associated with an out-of-date SQL Server estate and increase the lifespan of your deployment. In terms of supportability, in many instances you can only log a support call with Microsoft if you are running the latest SQL Server patches.

Phase 1: Discovery and Risk Assessment

A low-impact and light-touch discovery process of your SQL Server development and production environments is used to create a detailed report, including a gap analysis and risk scoring per instance on your current SQL Server estate build. This report is used as the basis of a workshop to make recommendations on prioritising activities to reduce your overall risk profile and establish the next steps to bring your environment up to the ideal state. Any other insights gained during the discovery process will be used to recommend further steps required to optimise your SQL Server environment.

Phase 2: Remediation and Upgrades

Based on the outcomes of the discovery and risk management report and workshop, we follow through on the next steps required to reduce the gaps identified in your SQL Server estate and bring the environment up to your required level (typically n or n-1). This phase will address any security vulnerabilities that the latest updates fix. The outcomes of this phase will be to improve the security and performance of your SQL Server environment, and potentially extend the lifespan of your existing deployment.

Phase 3: Patch Management Strategy

While Phase 2 will bring you level with the latest updates, this is just a point-in-time state in an ever-evolving technical and operational landscape. To ensure that this state can be maintained over the long-term, we assess your organization's current operational processes and structure to identify any gaps in capability. We recommend any changes or improvements in patch management schedules or methodology. We also highlight any areas of potential risk and the steps required to mitigate these, all working within your organization's established change control processes. We can also make recommendations on where it's possible to automate some processes. The outcome ensures that you have best practise guidelines and approach to maintaining the currency of your SQL Server environment and maximise the efficiency both of that environment and the operational aspects of managing it.

Phase 4: Patch Managed Services

Depending on the internal capabilities and coverage of your own administration team, there may be greater operational efficiencies or peace of mind gained by outsourcing some or all of your SQL Server patch management as a managed service. Our skilled team and proprietary database management platform will ensure the best practise approach, unique to your environment, will be adopted in the ongoing patch management of your mission-critical databases. You can rest easy knowing your SQL Server platform is in good hands with a team that has hundreds of years' combined experience. We currently manage more than 2,000 SQL Server instances across Australia and New Zealand.

About Database Solutions, formerly SQL Services, and NTT Ltd.

Database Solutions is a division in the Australia and New Zealand region of NTT Ltd. and includes the former SQL Services as part of its broader database expertise and capabilities. Our highly experienced and certified database administration (DBA) team specializes in providing Managed and Professional Services for Microsoft SQL Server and BI environments, Oracle databases and general data management projects. We deliver our proactive DBA services through our partners or direct to our clients, providing 24/7/365 support with contracted SLAs for the most complex environments in the market. In addition, we have a team of certified senior database specialists to address any complex SQL Server, Oracle, BI or general data management requirements.

NTT Ltd. is a leading global technology services provider. We work with organizations around the world to achieve business outcomes through intelligent technology solutions. For us, intelligent means data driven, connected, digital and secure. Our global assets and integrated ICT stack capabilities provide unique offerings in cloud-enabling networking, hybrid cloud, data centers, digital transformation, client experience, workplace and cybersecurity. As a global ICT provider, we employ more than 40,000 people in a diverse and dynamic workplace that spans 57 countries, trading in 73 countries and delivering services in over 200 countries and regions. Together we enable the connected future.



Get in touch

To find out more about our SQL Server Patching, speak to your client manager or [visit our website](#).