

Kaseya Enables Seamless Remote Management of Bank's Distributed Infrastructure

With planned and unplanned downtime costing \$3,360 per hour and causing irreparable harm to the bank's customer service efforts, First United Bank needed a more reliable and efficient IT systems management strategy for its widely-distributed infrastructure.

Leveraging a remote and automatic IT systems management solution from Kaseya, administrators now have remote access and control over its banking systems. Unparalleled visibility into its IT environment through Kaseya has improved systems performance, compliance reporting and security while saving thousands of dollars per month in IT costs.

A mid-sized community bank with 14 branch locations in Texas, First United Bank knows the value of good customer service. If tellers and bank officers cannot access critical banking systems, customer transactions cannot be made, impacting revenue, customer service and the bank's reputation. According to Kyle Simpson, a network administrator for First United Bank, hands-on maintenance of distributed banking systems can be disruptive. Previously, every software update, security scan and system remediation required the bank's users to jump off their system and wait for the maintenance or remediation to occur. According to a business continuity report compiled by the IT staff, each hour of planned or unplanned downtime costs the organization \$3,360 in lost revenue in labor alone. At the same time, customer service issues impacts additional revenue in the long-term as inconvenienced customers are unlikely to return.

Simpson said, "Understandably, people want to come in, conduct their transactions in person and get on their way. It's important that we arm our employees with the tools they need so customers aren't inconvenienced—and, given our distributed banking infrastructure, that falls on our remote management tools."

First United Bank used a series of free tools from Microsoft (Remote Assistant and Remote Desktop) to conduct remote management of its distributed systems. Unfortunately, troubleshooting the systems with the free tools from 80 miles away was time-consuming and frustrating—not to mention disrupting to users. With limited staff and 14 branches spread out over 150 square miles, it often took two full weeks to complete a simple patch update across the entire environment. But by then, Microsoft had likely issued another patch and the process had to continue all over again. It was an endless loop and a gigantic waste of time.

Then, the Auditors Came Calling

While First United Bank was in full compliance of regulations, the auditors suggested that the bank find a better long-term solution for keeping up with patch management. The bank looked at several solutions and eventually settled on a remote and automated IT systems management solution from Kaseya because of the solution's powerful and complete functionality in an intuitive, easy-to-deploy, easy-to-use, lightweight platform.



Kaseya Customer

First United Bank
Lubbock, Texas
www.firstunited.net

Industry

Banking

Business Challenge

- Maintain availability and performance of distributed banking systems infrastructure spread across 150 square miles
- Provide remote IT services and support with limited staff, resources and budget without disrupting users

Market Solution

- Kaseya IT Automation Framework

Key Benefits

- Improved uptime of distributed systems through proactive management, saving \$1,000 for each hour of downtime that is avoided
- Enable tellers and bank officers to continue servicing customers while changes are being made to their systems
- Reduce manual, repetitive maintenance, including 160 hours for each software and patch update
- Save \$2,500 per year in security software licenses
- Reduce travel-related costs by several hundred dollars per month by eliminating on-site visits



Using Group Policy and Automation to Streamline IT Systems Management

Kaseya gave First United administrators complete visibility and control over the organization's 260 workstations and 40 servers from a central web-based dashboard. Administrators can now monitor, maintain, update and secure all systems on the network—regardless of where the systems are located. In addition, Kaseya allows administrators to make changes to systems in the background while the user continues to work and without being aware maintenance is being done.

The Kaseya agent procedure scripting engine allows administrator to customize a pre-built script that automates regular maintenance, such as upgrading the organization's banking software. At the same time, group policies enable executions on multiple systems, eliminating manual and repetitive tasks. Machines are placed in several groups during the on-boarding process—such as all Windows 7 machines, web servers or the Littlefield branch—and the machine is managed according to set IT policies with other machines in its group. This enables patch updates and software upgrades to be scheduled to run automatically overnight. While patch updates used to take two weeks, it's now done in one night, saving at least 160 hours per project.

"Kaseya has completely changed the way we deliver IT services and support," said Simpson. "The solution's automation, group policy and powerful remote management capabilities allow us to conduct robust management on these systems more quickly. We are now exponentially more efficient than before."

Proactive Management and Security Reduces Revenue-Sapping Downtime

Kaseya gives First United the powerful IT management framework it needs to provide powerful IT services and support for a distributed infrastructure without disrupting users for regular maintenance and remediation. As a result, the organization's banking systems are ensured of being up and running during banking hours, giving tellers and customer service personnel the information and tools they need to service customers.

"Even one downed system on a busy day can back things up in a branch," Simpson said. "This can make customers wait to conduct their transactions. Kaseya reduces downtime by making it easier to conduct regular maintenance and resolve issues immediately without disrupting operations."

In addition, the organization is able to save hundreds of dollars each month while recapturing the hours it took to drive between facilities. Kaseya also reduces the bank's electricity costs across all branches through progressive power management policies by automatically putting inactive systems to sleep, and then turning them off if they sat idle.

"Kaseya is great. We love it. It allows us to proactively manage our distributed systems infrastructure without constantly disrupting users or increasing our workload. It's amazing that we are doing more but spending less time doing it," Simpson said.

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Network Administrator, First United Bank

Enhancing Security while Saving Budget

As part of the Kaseya rollout, First United also replaced Symantec for virus protection. The Kaseya Antivirus and Kaseya Antimalware modules ensure that each system is in compliance of all security policies predetermined by group. Kaseya proactively monitors all end points for security threats and automatically cleans up infected systems. The modules are integrated directly into the Kaseya IT Automation Framework, giving administrators complete and rich information for fast issue resolution and remediation.

The Kaseya AV/AM agent is lightweight (300 MB versus 1 GB for Symantec), improving performance of systems during scheduled scans and updates. It continually monitors for viruses and malware in the background while users are working.

While First United Bank spent \$7,000 per year for its Symantec Endpoint Protection licenses, it only costs the bank \$4,500 for Kaseya which includes malware protection—a \$2,500 savings with enhanced protection.

About Kaseya

Kaseya is the leading global provider of IT Systems Management software. Kaseya solutions empower virtually everyone — from individual consumers to large corporations and IT service providers — to proactively monitor, manage and control IT assets remotely, easily and efficiently from one integrated Web-based platform.

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