Peoples Bank & Trust Enhances Customer and Employee Experience through IT Efficiency with VSA by Kaseya

Local financial institution automates IT processes and finds the cost savings it needs in VSA

Unlike large banks and financial institutions, local banks and credit unions don't have the luxury of a plethora of funds when it comes to most daily operations. In fact, more often than not these smaller organizations will run into challenges because of the limited budget they have allocated for their IT department. Peoples Bank and Trust knows all too well the constraints that are placed on a lean IT team.

Peoples Bank and Trust is a leading provider of commercial, small business, and real estate lending in Kansas. Founded over 100 hundred years ago in 1898, the organization's goal was simply to give its customers the best banking experience it could possibly provide. Flash forward to today; the company has expanded to 12 different locations throughout the state of Kansas, while still being able to maintain the main principles on which it was built.

To deliver the best banking experience possible, it's the job of the IT department to make sure each technology-related interaction a customer or employee has is as efficient and flaw-free as possible. According to Ziya Gunay, assistant vice president at Peoples Bank and Trust, the organization is constantly looking for ways to better serve its customers. "We really stay on top of technology as one of our number one goals. We want to give our customers everything the big banks offer and go from there. This way, we can retain our existing customers and grow our customer base," states Gunay.

However, nine years ago there was an issue. The team was juggling a number of Windows dashboards to manage IT, which took time away from getting more done during the day. "I had to go to one dashboard to perform audits and another dashboard to do agent procedures. We didn't even have a dashboard for remote features that allowed us to interact with end users. This became a huge problem for our day-to-day operations," explains Gunay.

With this in mind, Gunay knew right away that he needed to bring in an enhanced IT solution to solve his team's persistent issues. At first, he looked at a variety of tools based on the recommendation of managed services providers he had previously outsourced work to on larger projects. "The MSP we worked with was using SolarWinds N-able and GFI LanGuard, but neither of them fit what we were looking for," states Gunay.

So the search began again, and Gunay found exactly what he was looking for in VSA by Kaseya. "When I was researching which product would best fit our needs, VSA's single dashboard functionality out of the box was what sold us. The product offered us nine or 10 things right away, including audit reporting, remote control, and patch management. At that time, other IT management products weren't offering these features, or they came as add-ons that would cost us more money. Kaseya was able to give me everything I needed in a single solution, and if I needed to add something later I could easily do that. That was a key differentiator over every other product," Gunay explains.

Nine years later, Gunay and Peoples Bank and Trust are just as satisfied with VSA by Kaseya as the day they first started. "Kaseya has made tremendous improvements on the user side of things, and they really aren't afraid to adapt to their customers' need. Kaseya is always looking to innovate, and that's been great to see in the past, as well as going forward with the product."

Kaseya Customer

Peoples Bank and Trust
McPherson, Kansas
peoplesbankonline.com

About Peoples Bank and Trust

In 1898, F.A. Vaniman accomplished his goal of opening his own financial institution in McPherson, Kansas. That bank was named the Peoples State Bank. Now nearly 120 years later, Peoples Bank and Trust has grown to be a leader in commercial, small business, and real-estate lending with 12 locations and over $400 million in total assets. While achieving these lofty heights, the bank has never forgotten its heritage of service to the customer as its primary objective.

Problems

- Lack of visibility into IT environment and disparate system dashboards resulted in inefficiencies
- Travel between 12 locations and manually patching systems led to IT downtime and disrupted employees during normal work hours
- Ineffective and cumbersome reporting for auditors put company at risk of non-compliance

Solution

- VSA by Kaseya

Key Benefits

- Remote access to all company devices allows issues to be remediated faster, eliminating the need to travel to each location
- Automated audit reports at the push of a button keeps auditors satisfied and systems in compliance
- Streamlined IT efficiency enables the entire IT infrastructure to be managed through a single-pane-of-glass view

Kaseya®

Remote Access Saves the Day

While using multiple dashboards was a pain for the IT department, it wasn't as inconvenient as the lack of remote access into systems. Prior to deploying VSA, Gunay and his team had to travel to each location to fix issues and perform system audits manually. Factor in 12 separate locations throughout the state of Kansas, and the team had some serious mileage costs, not to mention the time it took away from daily tasks.

According to Gunay, this was a serious problem for both the IT team and employees at each location. "Before using VSA, I was traveling to locations at least twice a week to patch machines. And to tell you the truth, those machines probably weren't being patched very well at the time because things happen. Maybe you aren't able to get to that location in a given day, or you get there and you aren't able to do all the computers at that bank."

Additionally, employees didn't want to be interrupted by having their machines temporarily out of service due to IT maintenance. With the powerful capabilities of VSA Patch Management, this is no longer a problem. "Previously, our manual process of repairing machines caused everyone to lose time during the day to work on their tasks. Now, with VSA's patch management, employees are no longer disrupted because I'm able to do everything at night or on the weekends. It has and continues to save the whole organization a lot of time and money," states Gunay.

In fact, Gunay admits, VSA's remote access happened to be the main benefit on which he convinced his management team to invest in Kaseya. "The decision to use Kaseya meant having an upfront cost. So I had to sell my management team on that, but it was an easy sell. All I had to say was 'Instead of me having to travel to 12 different places, I can do all of it from here with VSA. We can save gas mileage; save money on the bank car that we were driving; and save hours spent off the road.' There were just too many cost savings to say no," Gunay recalls.

Audit Reports Made Simple with VSA

Another painstaking process that comes with working in financial services is staying in compliance with the regulations decreed by the FDIC. When Peoples Bank and Trust first began its use of VSA in 2008, Gunay says that audits were considered an afterthought. Nowadays, the entire process has completely changed. "Compliance and auditing back in the day wasn't very tough at all. In the past four or five years auditors have changed. They come in and really pry us for information on our security practices and what you are doing to stay in compliance."

While the audit process might have changed for Gunay during his time at the company, he hasn't had to worry too much about reporting, thanks to VSA by Kaseya. "VSA has helped us a lot. For instance, we just faced the Federal Reserve exam. Even before the auditors come, they request certain reports from us. If you're able to generate those reports and deliver them in a timely manner, the auditors are very comfortable coming in. With VSA, I'm able to provide reports within minutes for whatever they may ask for. I can go to the reports functionality info center, easily generate a report, and send it to the examiners. They're extremely happy to see that we're using a systematic solution to check our systems, deploy updates and new software, and generate reports," explains Gunay.

The ability to automate reporting to auditors has saved countless hours for Gunay and his team, and without it, the process would be an arduous task. "I can't imagine not having VSA and its reporting functionality because we've depended on it for almost 10 years. I don't know if there is even a way to get those reports without VSA, and if there is, I imagine it would take quite some time to do," declares Gunay.

Looking Towards the Future

Kaseya has been such a benefit for Gunay and his team that they have explored the idea of bringing in additional products to make their IT organization even more efficient. "Traverse is another product that I'm excited about because we have so much equipment, such as routers and switches, that I have to manually manage. I'm not a Cisco-certified professional. So I'd have to go to a class to learn about these devices and get certified, which

> "Previously, our manual process of repairing machines caused everyone to lose time during the day to work on their tasks. Now, with VSA's patch management, employees are no longer disrupted because I'm able to do everything at night or on the weekends. It has and continues to save the whole organization a lot of time and money."

Ziya Gunay
Assistant Vice President,
Peoples Bank and Trust

translates to time lost both at the office and at home," says Gunay.

Gunay knows that with the capabilities of Traverse by Kaseya, monitoring will never be an issue for him and his team, allowing them to get even more done in the day. "If I have Traverse, everything works right out of the box. The solution already knows how to work with Cisco and SonicWall – the products we use the most. If I can get those devices updated, configured and deployed a lot easier that's really going to help us and make things a lot easier for my team," Gunay explains.

"I can't imagine not having VSA and its reporting functionality because we've been depending on it for almost 10 years. I don't know if there is even a way to get those reports without VSA, and if there is, I imagine it would take quite some time to do."

Ziya Gunay
Assistant Vice President,
Peoples Bank and Trust

ABOUT KASEYA

Kaseya® is the leading provider of complete IT management solutions for Managed Service Providers and small to midsized businesses. Kaseya allows organizations to efficiently manage and secure IT in order to drive IT service and business success. Offered as both an industry-leading cloud solution and on-premise software, Kaseya solutions empower businesses to command all of IT centrally, manage remote and distributed environments with ease, and automate across IT management functions. Kaseya solutions currently manage over 10 million endpoints worldwide and are in use by customers in a wide variety of industries, including retail, manufacturing, healthcare, education, government, media, technology, finance, and more. Kaseya, headquartered in Dublin, Ireland is privately held with a presence in over 20 countries. To learn more, please visit **www.kaseya.com**