

Resolving Inventory, Licensing and Patching Issues



Profile:

Regional bank serving New Jersey and Pennsylvania

Industry:

Banking

Network:

- 1,000 Windows PCs
- 70 Windows servers
- 65 locations

Solutions:

- Ivanti® Management Suite
- Ivanti® Patch Manager

Benefits:

- Saves \$224,000 annually in salaries and benefits
- Continuous patch scanning provides 24/7 security
- Eliminated manual audits which cost \$3,400 per instance
- Accurate inventory report generated in minutes versus hundreds of hours manually
- Software asset management results in significant savings; the first license search saved \$3,000

Sun National Bank is the primary subsidiary of Sun Bancorp, Inc., a bank holding company headquartered in Vineland, New Jersey, with \$3.4 billion in assets. The bank serves customers through 65 branch office and lending locations in New Jersey and Pennsylvania, and has been named one of Forbes Magazine’s “Most Trustworthy Companies” for five consecutive years.

Challenge: Manually Tracking Inventory and Patching PCs Costs Thousands

Many businesses run on PCs, but few enterprises are more reliant on or have more risk associated with them than financial institutions. “If the network goes down, business stops,” said Gregory Pentz, Business Systems Liaison for Sun National Bank. “In addition, the fact that we store sensitive customer financial information underscores the network’s central role and the related legal ramifications. So managing and maintaining the PCs are top priorities. Given our 65 locations, that’s a daunting task. Our biggest issue was inventory, which we tracked manually on a spreadsheet. It was hard to keep it current because something changes almost every day and human error is involved. If someone transposes two serial numbers, we may not catch the oversight for months, if ever.”

\$3,400 for a Flawed Report

The bank’s internal auditors require the IT department to submit an annual inventory report. “Every year, we manually verify a third of our environment for our internal auditors,” continued Pentz. “We are constantly updating our inventory before it is due so our technicians can document the hardware over time as they make service calls. However, we end up spending up to 200 technician hours in the final month to finish the inventory; that’s about \$3,400 for a list that was, basically, a moving target.”



A second area of concern was software licensing. “It is almost impossible to manually inventory all of our software,” explained Pentz. “There are just too many applications. And almost every user has administrator rights, so authorized and unauthorized software is being installed all the time. We dreaded the thought of being audited because we had nothing to prove how many licenses we owned. We would have had to hire a consultant—for several thousand dollars—to inventory our system and create a certified report. A vendor is not going to take your word for it.”

Hired Consultant to Patch, Prevent Worm

Sun National Bank’s patch management process was also performed manually and not verified. “Patching each machine by hand was so time-consuming that it often got overlooked, which left us vulnerable,” noted Pentz. “Once, we felt so threatened by a worm that we hired a consultant to travel to each location and patch the PCs from a CD. On another occasion, after spending hours installing the latest patch for JAVA, the patch broke a related application in 20 percent of the machines, so we had to send everyone back in the field to roll back the patch. To put it simply, patching was a time-consuming nightmare.”

Solution: Automate Inventory and Patching

To take back control, Pentz knew that the bank had to automate the management of its IT assets. “We looked at the top systems management vendors and chose Ivanti,” said Pentz. “Besides pricing, we were impressed with its ease of use; its ability to manage multiple tasks, applications and platforms from one central console; and its community website which provides answers to questions and tips from other users.”

The bank can generate a detailed inventory report in a matter of minutes using Ivanti® Management Suite. “The difference is night and day,” said Pentz. “We are now able to see a real-time view of our entire enterprise. We no longer waste hundreds of hours a year manually tracking hardware and software assets. We can devote all of that time to user support and key business projects. When the accounts payable department asks us where a laptop or other piece of equipment is located for depreciation purposes, we can tell them. Nothing slips through the cracks any more. The savings to IT are significant; no doubt we’re seeing savings on the accounting side of the business as well.”

First Search to Reclaim Licenses Saves \$3,000

Within days of installing Ivanti Management Suite, Pentz reclaimed and redeployed a number of licenses. “A user requested an application that had a \$1,500 licensing fee,” explained Pentz. “Before purchasing it, I did a search with Ivanti and quickly discovered two unused licenses. So the very first time we used the solution, we saved \$3,000: the cost of the two surplus licenses which we assigned to employees who needed them.”

The bank has hundreds of licenses ranging from \$15 to \$1,500 each. It is now possible to track all of the software assets with precision. “Ivanti takes the pressure off audits,” said Pentz, “and basically eliminates penalties, which could total thousands of dollars for licenses you are using but not paying for. Our antivirus vendor recently audited us and we provided the required documentation within minutes, which before would have taken dozens of hours. I have a feeling we are significantly overpaying on licenses from two vendors. We will use Ivanti to find out for sure.”

24/7 Security

Sun National Bank can automatically download, evaluate, test and install patches across its network using Ivanti® Patch Manager. “When we generated our first patch report,” said Pentz, “we found PCs that had never had a single Windows operating system update. Now, every application is current, even the ancillary products like Adobe and WinZip, which were way down the priority list before. We could not manually provide the security coverage that Ivanti delivers automatically 24/7.”



Results: Bank Saves \$224,000 a Year

The Ivanti® solutions help the bank save money on long-term planning. “Because we now have a detailed picture of our environment,” stated Pentz, “we can determine at a glance which machines will need to be replaced or upgraded, and build those costs almost to the penny into our budgets. It would take four additional technicians to manually do what each of our four support people can now do with Ivanti. That’s four new hires we don’t need, for an annual savings of \$224,000 in salaries and benefits alone.”

“The security and cost benefits we have seen from the Ivanti suite are amazing. The ability to know which equipment is where and that any new security vulnerabilities can be patched in minutes helps me to sleep better at night.”

-Angelo Valleta, Chief Information Officer



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