

# Lightweight Patch and Remediation Does Heavy Lifting

## FEDERAL HOME LOAN BANK OF BOSTON AUTOMATES PATCH AND REMEDIATION USING HEAT ENDPOINT MANAGEMENT AND SECURITY SUITE AND ITS SINGLE, CONSOLIDATED PLATFORM.

With 15 years of experience in IT administration, Jacob Matusевич, enterprise infrastructure manager at Federal Home Loan Bank of Boston, has worked with several patch and remediation programs. He's seen his share of big, bulky and slow applications that require hours to configure and manage.

## FHLB Boston

### COMPANY

**Name:** Federal Home Loan Bank of Boston

**Industry:** Finance

### SOLUTION

HEAT® Endpoint Management & Security Suite (HEAT EMSS)

### BENEFITS

- Reduces complexity and TCO via an agile, single console, single agent, single server architecture that can manage thousands of endpoints regardless of their location.
- Centralizes reporting and logging to increase accuracy, reduce the compliance burden, and enhance visibility.
- Unifies IT operational and security workflows to enable greater control, visibility, and more effective policy management while still allowing for customized, role-based user interfaces to be assigned.
- Simplifies management of systems, agents and policies in real time - from a single console.
- Optimizes resources by extending policy or remediation efforts to a single endpoint for group.

Patch and Remediation with HEAT Endpoint Management and Security Suite (HEAT EMSS) is exactly the opposite of big and bulky, said Matusевич. He hasn't seen a more lightweight or flexible platform.

"This kind of program usually takes a fair amount of network bandwidth," said Matusевич. "But we see very little network traffic load with HEAT EMSS, plus it's one of the easiest programs to manage that I've ever worked with."

Matusевич is responsible for servers, critical applications, security and patching at Federal Home Loan Bank of Boston. The Bank has over 600 nodes to manage, including over 200 servers.

Federal Home Loan Bank of Boston serves as a "bank for banks." With \$40 billion in assets, the Bank also provides capital and services to credit unions, community development financial institutions, and insurance companies. Cooperatively owned by more than 440 New England financial institutions, the Bank provides access to wholesale credit for these members.

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"Being able to control such a variety of endpoint security aspects from HEAT EMSS's single management console is a huge savings in time and effort. From there I can quickly manage remediation efforts and the reporting within HEAT keeps me better informed."

Jacob Matusевич, Enterprise Infrastructure Manager  
Federal Home Loan Bank of Boston

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Matusевич is a fan of the HEAT Software product for other reasons as well – you don't need to reboot servers after HEAT agent is installed or updated. HEAT Software also offers Wake On LAN or WAN for managed clients, if customers choose to use that functionality.

Programs like Java and Adobe can be tricky to update. But Matusевич said HEAT EMSS manages those patches through silent installs most of the time. He also said that updating for all systems requires very little, if any manual intervention.

"Ninety percent of the patches go through without any management from us," said Matusевич. "We are only notified about exceptions by email notification during the patching process. And it's also very clear from the reporting, which we run before and after patch cycles."

Reporting is a necessary part of any security software and it can be difficult and complex, but Matusевич said this is another area of excellence for HEAT Software.

“The reporting is easy to understand and user-friendly,” said Matusевич. “We have compliance officers and other operations people that need to review things and the HEAT Software reports give us exactly what we need to know.”

#### DELEGATION AND SIMPLE ENDPOINT MANAGEMENT

Though he is part of a small department, Matusевич doesn't handle all the security and updating responsibilities on his own. There are DBA's and other IT professionals that he relies on to assist in managing some application-specific updates.

The HEAT EMSS Management Console provides granular control and enables different users to have distinct views and system access dependent on custom-built server and workstation groups by logical purpose.

“Our SQL DBA's obviously have expertise and insight that needs to be applied to our network and we can grant access through the Management Console, and also track their activity for audit and compliance,” said Matusевич.

“The reporting is easy to understand and user-friendly. We have compliance officers and other operations people that need to review things and the HEAT Software reports give us exactly what we need to know.”

Jacob Matusевич, Enterprise Infrastructure Manager  
Federal Home Loan Bank of Boston

Matusевич also likes that he can apply policies to different network environments quickly and safely. Testing, production, and disaster-recovery environments are covered with universal policies or individual ones, depending on the need.

The IS security department at the Bank has been so pleased with HEAT Software that they are getting ready to add Device Control to better manage security for removable devices used with the Bank's endpoints.

Everything I've seen from HEAT Software so far has impressed me,” said Matusевич. “I am a big fan and I regularly recommend HEAT Software to colleagues in my industry.”

#### HEAT Software USA Inc.

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