

A Seamless Solution for a Community Bank

PERSONALIZED SERVICE AND A STREAMLINED DASHBOARD WERE JUST WHAT THIS BANK ON THE CAPE WAS LOOKING FOR.

If being on a first name basis with your security and risk management software provider seems too good to be true (or perhaps your worst work nightmare) it's become the norm for the IT professionals at Seamen's Bank and they're okay with it.



COMPANY

Name: Seamen's Bank

Industry: Finance

SOLUTION

HEAT® Endpoint Management & Security Suite (HEAT EMSS)

BENEFITS

- Reduces complexity for both security and IT operations teams
- Optimizes total cost of ownership
- Improves visibility
- Delivers control back to IT

"I think it's unusual but great," says Michael Andrini, director of information systems for Seamen's Bank, of the close relationship the teams at the two companies have developed. "The service has been top-notch, and the response has been personal and immediate. I feel that they have always gone above and beyond the call of duty, but they feel like this is just part of what they do."

Seamen's Bank is a regional bank in Massachusetts on Cape Cod with five locations, 65 employees, \$320 million in assets and deep community roots that pre-date the Civil War.

"We're all very vested here," says Andrini. "More than half of our employees have been here twenty years or more."

Close knit and community-focused, the bank does business using the first names of its customers. And with good service comes the benefits of growth in deposits and complexity in systems all of which must be carefully secured and managed.

"We were looking for a solution that was capable of performing multiple functions - patch, antivirus, everything - and we wanted it all in one package at a price point we could work with."

Michael Andrini, Director of Information Systems, Seamen's Bank

"We were looking to maintain high security capabilities and still keep our systems easy to manage and control," says Lucas Strakele, director of information technology for Seamen's. "We wanted to improve our reporting capabilities as required for regulatory purposes as well."

Their solution criteria were specific and clearcut: "We also wanted a solution that was capable of performing multiple functions - patch and remediation, antivirus, everything - and we wanted it all in one package at a price point we could work with."

They learned about HEAT Software and decided to investigate, and they liked what they found.

REDUCING SYSTEM COMPLEXITY AND TOTAL COST OF OWNERSHIP

Strakele and Andrini already had the individual components necessary to perform their jobs, but it took the HEAT Endpoint Management and Security Suite (L.E.M.S.S.) to pull it all together – seamlessly – in an integrated, solution.

“We wanted the functionality for all of our risk management tools in one place,” says Strakele.

The hallmark of the HEAT EMSS is its single server, single agent, single console platform that scales across thousands of endpoints.

The modular, scalable architecture of HEAT EMSS means that Seamen’s has a solution it can work with both now and as it grows or its needs change in the future. HEAT EMSS delivers best-in-class, modularly licensed capabilities across patch management, antivirus, configuration management, power management, application control and device control.

“It does so many things for us,” says Strakele. “Piecing together separate solutions was more expensive than HEAT Software’s total package. And the other packages didn’t include as much.”

Seamen’s also asked HEAT Software to customize the compliance reports the auditors asked for most frequently which has streamlined a previously onerous task.

“We are now able to get the auditors the information they want in a format that is easy to read and understandable,” says Andrini. “It makes the process go much more smoothly.”

“I can come in in the morning, look at the dashboard and instantly determine whether I need to dig deeper – or not – into any of the systems it’s monitoring. . . . It creates an order and efficiency that helps me focus on what most needs attention.”

Michael Andrini, Director of Information Systems, Seamen’s Bank

AT-A-GLANCE EASE AND OPERATIONAL VISIBILITY

For Andrini, the decision to partner with HEAT Software has not only brought him the much desired peace-of-mind and performance levels he and Strakele desired, but it has also opened up hours in his schedule each week. It’s the type of decision that literally lends credence to the old saw, “time is money.”

“I can come in in the morning, look at the dashboard and instantly determine whether I need to dig deeper – or not – into any of the systems it’s monitoring,”

says Andrini. “It’s looking at patches, vulnerability status, quarantine, formatting, checking for new devices – it’s doing everything. I can see it all at-a-glance and plan my day accordingly from there. It creates an order and efficiency that helps me focus on what most needs attention.”

So what does all this ease, efficiency and best-in-class security mean for the customer?

“We do all this for the integrity of the bank and for the protection of the customer,” says Andrini. “In the end, we are the ones who must critically assess the risk – every day – and act accordingly.”

“We do it and we get it done much easier working with the HEAT Software tools,” said Strakele.

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