

# First National Bank of America Centralizes Patch Management

Financial Services

## FNBA TARGETED OBJECTIVES

Before Automox, FNBA used both Ivanti and PDQ to manage its patching and software updates but was experiencing difficulties with accurate patch reporting and completing patch updates. At the time, First National Bank of America was focused on solving:

- **Inconsistent patching**  
The use of legacy patch management systems sometimes left FNBA with false results, leading to potential vulnerabilities and forcing the team to check that each patch went through, manually. Pushing through certain patches also resulted in other system malfunctions.
- **“Frankenstein systems”**  
Previous patch management systems seemed mismatched, hard to use, and tough to configure. FNBA had trouble taking action because of poorly integrated features that would result in breaking other necessary pieces of their environment.

## FNBA UNTANGLES IT KNOT WITH AUTOMOX

Automox was a game-changer for FNBA’s IT Security Team. Now operating in a VPN-free environment, FNBA can focus on more strategic business areas by leaning into automation.



The First National Bank of America (FNBA) is a full-service financial services institution, offering customers high-yield certificates of deposit and savings accounts, non-QM mortgages, commercial loans, self-directed IRA loans, and more.

### NUMBER OF EMPLOYEES

300

### NUMBER OF ENDPOINTS IN THE ESTATE

750

FNBA excels at providing an exceptional experience and exceeding the expectations of each customer.

## No More Hunting for Patches

Automox empowered FNBA with insight into all devices, meaning technicians no longer had to manually check devices. This led to a significant reduction in hours spent patching. Furthermore, the IT team was able to manage its work schedule with much more ease and efficiency.

**“Time management was a huge factor for us when selecting a patch management solution. With Automox, I don’t have to worry about vulnerabilities coming up and affecting our schedule.”**

**– Matt Keeler, Information Security Analyst**

## VPN-free Management

FNBA’s top priority was implementing a patch management solution derived from a VPN-free platform. Previously, if a device left the network, it was lost – the previous agent lacked full visibility, leading to a heap of potential weaknesses. With Automox’s cloud interface, that’s no longer a problem.

## Reducing Risk Management Score

FNBA uses Rapid7 insight vulnerability management (IVM) to evaluate security risks and determine an acceptable level of risks. With management setting the risk levels, Automox needed to deliver against coinciding KPIs to be considered effective.

Since the rollout of Automox, FNBA reported and maintained acceptable levels of risk throughout the company, something that required much more manual intervention previously. Having previously relied on competitors like Ivanti, FNBA’s risk level scores were often unpredictable and erratic. Of course, a raised risk level led to serious work for FNBA’s Security and IT team.

However, even with spikes caused by outside factors, Automox ensured lower risk levels were brought into remediation within a short time frame.

**“I love Automox – it complements Rapid7’s IVM very well.”**

**– Matt Keeler, Information Security Analyst**

## FNBA STAYS ON TOP OF PATCHING, ALL THE TIME

“Patch management is finally in a good spot,” says Keeler. With Automox, FNBA finally has insight into all devices, whether they’re on a company network or not. Plus, they no longer have to hunt for patches. As a result, opportunities for bad actors and vulnerabilities have significantly decreased. Automox’s simple features have had a real impact on this security shop and are now FNBA’s patch management must-haves.

## KEY OUTCOMES

### Reduced security risk

With Automox, FNBA now knows its patch solutions remediate vulnerabilities every time.

### VPN-free solution

As long as an employee has internet access, they’ll receive rolled-out updates.

### Systems now run without interruption

Automox doesn’t interrupt day-to-day operations like previous patch solutions.

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## ABOUT SRC CYBER SOLUTIONS LLP

At SRC Cyber Solutions LLP, we provide Next Generation, Highly Automated, and User-Friendly Solutions in partnership with AUTOMOX for Patch and Endpoint Management, IRONSCALES for Comprehensive Email Security and Anti-Phishing Protection SEPIO for Asset Risk Management (ARM) to assess and mitigate all known and shadow assets at any scale, THREATX for WAAP (WAF++) for Web Application and API protection and Project Ares for Online Gamified Simulation-based Cyber Security Training.

