

CASE STUDY

COMPANY

PORTALLIANCE FEDERAL
CREDIT UNION

INDUSTRY

FINANCIAL

"LOGICnow is an excellent partner for an overworked technology group that doesn't have time to waste."

JOHN CUPAK JR.
IT CONSULTANT

PortAlliance Federal Credit Union (PAFCU) is a member owned, friendly provider of progressive, convenient, affordable financial services.

The PAFCU mission is to promote thrift and fiscal responsibility to improve the quality of life of their members.

THE CHALLENGE

"Rather than managing our IT environment, it was managing us. We were frustrated by the lack of control and were experiencing daily crashes. It was painful," Gloria Shorter, Operations Supervisor shares.

PortAlliance Federal Credit Union (PAFCU) ran Symantec as their antivirus solution, but were quickly disenchanted with the large footprint and drag on bandwidth. They switched to Sophos Cloud.

"We lacked control over the update process. The solution did client and signature updates at the same time across our environment and would routinely crash our systems. We worked with Sophos but learned that the implementation simply lacked configurability. We tried to deploy the alternate, upgraded Sophos product but ran into problems there," John Cupak Jr., PortAlliance Federal Credit Union Consultant, said.

When their systems went down for a full business day, they knew it was time for a more robust, reliable solution.

BENEFITS AT A GLANCE

PortAlliance shares benefits of their MAX platform solution from LOGICnow:

- ✓ Centralized control over our IT environment
- ✓ Robust antivirus solution
- ✓ Seamless, easy, timely deployment of patches
- ✓ Asset tracking assists in comprehensive security analysis
- ✓ Web protection controls excessive bandwidth usage and protects from problematic sites
- ✓ Secure remote desktop control
- ✓ Increased IT productivity

THE SOLUTION

PAFCU now uses MAX Remote Management from LOGICnow for antivirus, patch management, remote control, asset tracking and web protection.

"We deployed the MAX solution to replace Sophos Cloud. It wasn't a seamless deployment. Sophos Cloud was active and causing mayhem. The LOGICnow support team showed us how we could make quick, simple adjustments to control our bandwidth. The performance issues we experienced were eliminated. The heavy footprint of Symantec was gone. The daily crashes caused by Sophos Cloud were gone. Today we don't have to think about antivirus anymore. With the MAX platform, our antivirus works and doesn't require constant supervision to monitor and fix problems."

"Over and beyond alleviating the antivirus challenges, LOGICnow gave us a tremendous level of control on the patching process – something we had never experienced before," Gloria added. "Previously we had to manually touch all 60 systems and patching was very time intensive and wasn't consistent or timely."

The PAFCU IT team also enjoys asset tracking functionality integrated with MAX Remote Management, which enables them to easily access and review software that has been added or removed from their systems.

"The asset tracking has been very valuable. Just this week, the U.S. Department of Homeland Security issued a report recommending that users uninstall the QuickTime program. With LOGICnow, we were able to immediately determine what endpoints were impacted and remove the threat."

John advised that they had been using VNC, an open source product, for remote desktop control. As it is generally flagged by most antivirus solutions, they didn't deploy it on every system due to security concerns. "Having MAX Remote Management integrated into our centralized solution has dramatically improved our security and we enjoy the ability to remotely log into the dashboard, run scripts and log off, saving valuable time and resources."

In addition, MAX web protection enables the IT team to create policies to restrict access to problematic sites – but they also use it to monitor the IT environment to identify and eliminate excessive bandwidth usage.

Finally, the security built into the MAX platform gives PAFCU peace of mind, including the ability to restrict IP addresses, create users and configure privileges with a great deal of granularity and two-factor authentication.

THE RESULT

"We have a level of integration and control that we just didn't have before. The peace of mind in knowing antivirus and patch management programs are in place, the ability to easily pull and review meaningful reports and save time with remote monitoring – it has taken us to a level of IT management and security that we are proud of," John said. "The LOGICnow solutions and support team have enabled our IT department to be best-in-class."

LAYERED SECURITY

COLLECTIVE INTELLIGENCE

CROSS-PLATFORM

LOGICnow delivers the only 100% SaaS, fully cloud-based IT service management (ITSM) platform, backed by collective intelligence and the highest levels of layered security. LOGICnow's MAX products, including Risk Intelligence, Remote Management, Backup & Disaster Recovery, Mail, and Service Desk, provide actionable insights, helping IT professionals rewrite the rules of IT.

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