





Cape Cod Cooperative Bank

An Independent, Community-Owned Bank Creating Good Banking Relationships Based on Solid Communication and High-Quality Products and Services

Established in 1921, Cape Cod Cooperative Bank is an independent, mutual, community bank with \$400 million in total assets. Although the bank's focus has not changed, the types of products and services it offers has. Cape Cod Cooperative Bank is now a one-stop provider of financial services to both residential and business customers. Cape Cod Cooperative Bank is fully committed to offering cutting-edge products in a highly personalized way.

Cape Cod Cooperative Bank has eight locations across Massachusetts' Cape Cod. The bank's IT infrastructure includes 25 servers and more than 125 workstations.

Cape Cod Cooperative Bank Challenges

- Maintain up to date server documentation for compliance audits, change management, and troubleshooting
- Keep servers and workstations current with all security patches
- Need for automated solutions to help small IT staff more efficiently manage its distributed IT systems
- On demand reporting provides sustainable method to meet compliance audits (FDIC, GLBA)
- Vastly improved troubleshooting with in-depth change reports
- Significant time and resource savings applying critical security patches

The Ecora Solution

- Ecora Auditor Professional™ automates configuration data collection to a centralized configuration management database to generate hundreds of out-of-the-box reports
- Ecora Patch Manager automates patch management for all critical servers and workstations

Cape Cod Cooperative Bank Benefits with Ecora

- Automated configuration data collection to validate Active Directory integrity, verify security settings and controls, create disaster recovery documentation, and manage changes

“When we were evaluating Ecora’s Auditor Pro, I asked if the software could automate the production of the audit reports that we painstakingly manually created. After Ecora produced the reports in a matter of minutes, we were sold.”

— Jason Bordun
IT Manager
Cape Cod Cooperative Bank

To keep pace with the larger banks, the Cape Cod Cooperative Bank relies on its IT infrastructure to offer services like online banking, but with the personal assistance they are known for. Like so many small regional banks, managing the IT infrastructure can be a challenge with monthly compliance audits scheduled and the constant barrage of security threats.

When Jason Bordun joined Cape Cod Cooperative as its IT Manager, the bank's small IT staff was struggling to keep up with the maintenance of the IT infrastructure. As the infrastructure was becoming more and more complex, the manual process of managing was no longer feasible. Auditors were also becoming more stringent and diligent when auditing IT systems and controls.

“We needed a way to automate the many manual tasks that we just did not have time to get to and were critical to our operations and security,” said Bordun. “GraVoc Associates, our trusted IT consultant told us about Ecora’s change and configuration management solutions and how they could help us save a significant amount of time and maximize our resources.”

Getting Control

During the first audit that Bordun was part of, it lasted about half of a day and he just needed to provide screen shots to verify Active Directory integrity. Over the last year, the auditors are now asking to see specific details such as log files and how they were produced.

“We needed to provide auditors with reports that would prove our internal controls,” added Bordun. “When we were evaluating Ecora’s Auditor Pro, I asked if the software could automate the production of the audit reports that we painstakingly manually created. After Ecora produced the reports in a matter of minutes, we were sold.”

Ecora Auditor Pro has automated the collection of configuration data so that the IT staff can continue to produce the reports that auditors need – ahead of time and on demand. The software is providing the bank with the ability to manage changes and better troubleshoot problems. Cape Cod Cooperative is also now keeping updated disaster recovery documentation using Ecora’s out-of-the-box reports.

“With Ecora, we have greater control of our IT infrastructure – benefits we can directly pass on to our customers,” discussed Bordun. “We now always know exactly what’s in our environment, who are users are, and what access they have. This is everything our auditors are asking for and more.”

Keeping Systems Patched

Prior to implementing Ecora Patch Manager, the bank was leaning on its employees to patch their own workstations and the IT staff was manually applying the patches to its Windows servers after every monthly patch release.

“Ecora’s Patch Manager centralized and automated our patch management process saving us a significant amount of time and ensuring our system security,” stated Bordun. “Additionally, its great reporting shows both our management and auditors up-to-date details on our patch status.

For More Information

To learn how Ecora’s automated configuration audit and analytics solutions can ensure that your IT infrastructure remains operationally effective, secure and compliant, call toll-free **877.923.2672** or **603.436.1616**, e-mail sales@ecora.com, or visit the web at www.ecora.com.

BASICS AT A GLANCE

COMPANY

Cape Cod Cooperative Bank

INDUSTRY SECTOR

Business/IT Services

NUMBER OF USERS

25 Servers and
125 Workstations

ECORA SOLUTION

Ecora Auditor Professional
Ecora Patch Manager

WEB SITE

www.capecodcoop.com

About Ecora

Ecora Software provides Configuration Audit and Analytics solutions to customers worldwide, ensuring their IT infrastructures remain operationally effective, secure and compliant. As a crucial element integrated into the overall Business Service Management (BSM) strategy, Ecora is the market leader in transforming enterprise-wide configuration solution into clear, actionable reports for regulatory compliance and enabling IT best practices. The Company’s flagship solution, Auditor Professional™, provides immediate value with its agentless architecture matched with rich report templates and pre-defined policies providing the foundation for effective change and configuration management. Ecora Software ensures that you are prepared for any IT audit before the auditor arrives, taking the cost and complexity out of compliance audits and enabling IT best practices for more than 800 worldwide customers across a wide range of industries, including many of the Fortune 1000. For more information, please visit Ecora at www.ecora.com.