

Success Story: People's Bank

About:

Bridgeport-based People's Bank (NASDAQ: PBCT) is one of Connecticut's largest banks. It has relationships with more than 25 percent of the households throughout the state of Connecticut. Its largest market is Fairfield County, one of the nation's most affluent regions. Founded in 1842 as a savings bank,



today People's is a multi-service financial institution with total assets of \$11 billion, approximately 2,900 employees and a statewide network of more than 150 branches and more than 240 ATMs. The bank also offers 7-day-a-week, personal banking in its more than 65 Super Stop & Shop in-store branches statewide.

People's Bank Challenges

- Need for consistent IT auditing methodology to meet regulatory requirements
- Track and control changes on more than 100 UNIX and 300 Windows servers
- Keep Windows servers and workstations current with all 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

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Turnor Wootton
Enterprise Architect

People's Bank Benefits with Ecora

- Automating the collection of detailed configuration information and providing on demand reporting for a consistent, sustainable method to meet compliance audits (FDIC, GLBA, Sarbanes-Oxley)
- Ability to establish and maintain standard server configurations
- Vastly improved application deployment by tracking changes throughout the deployment scheme
- Implementing change control to identify and verify changes
- Significant time and resource savings applying critical security patches

Known as Connecticut's bank with more than 1.5 million customers, People's Bank continues to grow and add the services that make it a banking leader. To support its growth and provide the level of service that customers demand, People's Bank relies on its complex and highly regulated IT infrastructure.

"When you're regularly audited to support your compliance to FDIC, GLBA, Sarbanes-Oxley, and other regulations, you need a consistent and sustainable IT audit methodology," said Turnor Wootton, enterprise architect for People's Bank. "After a major audit, we recognized that we were spending far too much time on manual processes and various other means to produce the necessary documentation for our auditors."

When Wootton first heard about Ecora Auditor Professional, he believed that its automated capabilities to collect configuration information on more than 100 UNIX and 300 Windows servers and generate hundreds of reports would provide that consistent, sustainable process. "With Auditor Professional, we collect the information we need and produce built-in, template reports to meet specific audit needs in just minutes," added Wootton. "As a result, we've eliminated many of our manual processes which is providing as much as a 50 percent labor savings."

Controlling Changes

Standardizing server configurations is a best practice for People's Bank to reduce security and regulatory issues. Peoples Bank IT is using Auditor Professional to run baseline reports that verify servers meet configuration standards. "We have started to implement Auditor Professional into our change control process," said Wootton. "By identifying changes and verifying approved changes, we can better control those changes in our infrastructure and maintain our configuration standards."

Auditor Professional also plays an important role in the application deployment process at People's Bank. Using the baseline and change reports, People's Bank is able to identify and track changes during the QA process before rolling the application out into the production environment. "Once we know how the application reacts in the QA environment, we run Auditor Professional to verify production servers mirror the QA environment," stated Wootton. "This helps us pre-troubleshoot problems by knowing that, if it worked properly in the lab, it should work in production."

Managing Patches

Prior to automating the patch management process with Ecora Patch Manager, People's bank was both manually patching and using other software products, which were inefficient and didn't provide the reports that showed compliance to its own policies. With 3,500 Windows servers and desktops to keep patched, People's turned the Patch Manager to save time and meet compliance requirements with comprehensive reporting.

"Patch Manager allows us to view our environment as a whole so that we can quickly see what patches are deployed, where they are deployed, and when," said Wootton. "We then use Patch Manager to apply missing patches and generate the reports that prove to our auditors that we are in compliance with our patch policies."