



Chevron Federal Credit Union

COMPANY

Chevron Federal Credit Union

PROFILE

One of the largest and most financially sound credit unions in the United States

INDUSTRY

Financial

NETWORK

- 350 Windows PCs
- 260 Windows servers
- 21 locations in six states

SOLUTIONS

Ivanti® Management Suite

KEY BENEFITS

- Save on capital and operating expenses
- 70-percent reduction in network vulnerability from patching
- 50-percent decrease in migration time
- Reduced licensing costs
- Solution to pay for itself in two years

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— Sachin Kundra
Vice President,
Information Technology
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Automated Management Suite Protects Network, Reduces Migration Time and Pays for Itself

Overview

Chevron Federal Credit Union (FCU), headquartered in Oakland, California, has grown from \$1 billion in assets in 2008 to more than \$2.1 billion in 2012, making it one of the largest and most financially sound credit unions in the country. During that same time, membership climbed from 65,000 members to more than 89,000. In addition, the Credit Union generated double-digit growth in loans and deposits in 2012, and its overall delinquency rate of 0.51 percent was less than half of the 1.08 percent rate among credit unions its size. Chevron FCU operates branches in California, Louisiana, Mississippi, Pennsylvania, Texas and Virginia, and was awarded five stars from independent analyst BauerFinancial.

Challenge: Replace Inefficient Patching Tool and Implement Other Time- and Money-Saving Applications

Like all financial institutions, the Chevron Federal Credit Union’s number one priority is protecting its customers’ deposits. In today’s high-tech business world, a big part of that protection means operating a secure network. “We have more than 600 PCs and servers spread among 21 locations in six different states,” said Sachin Kundra, Vice President, Information Technology. “Staying one step ahead of attacks is an ongoing job for us. A key part of our strategy is making sure our software has the latest patches.”

Inadequate Patching Solution

Before, the Credit Union used an automated tool to help with patching, but it was not very robust. “We had to schedule all patch updates for a specific time once a week,” continued Kundra. “But if a PC was shut down or a laptop was off the network during the scheduled update, they didn’t get patched. We’d either have to do the patch by hand or wait until the following week’s update. The tool was also very Microsoft-centric. It did support other vendor hardware, but the list was very finite. So we didn’t have the flexibility we needed in that respect.”

Time-Consuming Migration Process

The IT staff was also not happy with its migration tool. “It did the job,” explained Kundra, “but the solution was not fully automated. We had to touch each machine and do way too much of the work by hand. We also had to create and deploy a separate image for each of our PC models. The entire process was time-consuming and often frustrating. Another concern we had was the lack of data about our infrastructure. We had to rely on Microsoft’s license count and did a lot of estimating when it came to lifecycle management of our PCs. We did not have good visibility into our environment and that affected everything from budgeting to troubleshooting. When we started looking into replacing our patching tool, we realized that what we really needed was a fully automated network management system.”



Solution: Implement Full Suite of Automated Network Management Tools

Chevron Credit Union researched the leading management solutions in the market. “We looked at all the key players,” said Kundra, “and narrowed our choices down to Ivanti® Management Suite and one other major vendor. We established a set of requirements and then five of us independently graded each solution against that list. At the end of the day, Ivanti won hands down. It gives us all the components that we need and then some. Purchasing a suite versus individual products also saved us money and gave us more products. From a capital standpoint, we save money by paying for only one license. From an operating standpoint, we save money because our staff only has to train and use one application versus many. In addition, having an integrated suite that we can manage from a single console saves us hundreds of hours each year.”

70-Percent Decrease in Vulnerability

The IT staff went from a once-a-week patching schedule to a once-a-day “on demand” schedule. “If a machine needs a patch,” said Kundra, “Ivanti will recognize the fact and immediately find and install the latest update. And it supports a vastly more extensive list of vendors than our old tool. We have seen a 60- to 70-percent reduction in vulnerability since implementing Ivanti. In addition, we are highly regulated by the National Credit Union Administration [NCUA]. Now when the NCUA performs an audit, we can print out a report that shows the date and time each patch was installed and a detailed view of our vulnerability.”

Migration Time Reduced by 50 Percent

The Credit Union is in the process of migrating from Windows XP to Windows 7. “Using our old tool, upgrading all 350 PCs across six states would have been a labor-intensive nightmare,” said Kundra. “Now everything is automated and pushed out over the network. We work with a single, independent image which really streamlines the process. And the solution captures each user’s profile and reinstalls it after the update. Ivanti has cut our migration time by 50 percent or more. It’s not just an imaging solution; it’s a high-performance operating system deployment solution.”

Two-Year Return on Investment

The solution also gives the Credit Union complete visibility into its extensive environment. “With all the data Ivanti generates, we finally have a handle on the lifecycle of our PCs,” said Kundra. “We can print out a report in minutes that tells us in detail about every piece of hardware and software on the network in all 21 of our locations. And we can determine precisely which users are using which applications so we don’t pay for licenses we are not using. There’s a huge calculable ROI with Ivanti, and we estimate it will pay for itself within two years. The solution saves us money and has dramatically improved our ability to manage the network.”

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