



AVG

® Tough on threats. Easy on you.

Customer Success

Banker's Bank of Kansas

Industry:

Banking

Location:

Wichita, Kansas

Business Profile:

Bankers' Bank of Kansas (BBOK) was chartered as a national bank on October 5, 1988 and became the 15th of the now 20 Bankers' Banks in the United States.

IT Environment:

BBOK's data center and networks, comprising 12 servers, 40 workstations, and six laptops, are supported by a team of four.

Challenge:

- If computing systems are threatened, the bank may not be able to meet the needs of their customers in a timely fashion.
- The bank's data center and network are both subject to wide-ranging regulatory requirements and must be protected by a robust anti-virus solution.
- The small staff needs effective centralized management to ensure that all workstations are kept up to date on their protection and to generate detailed security audit reports.

Solution:

AVG Anti-Virus Network Edition

- Ease of configuration, deployment, and management
- Single solution for protection against viruses, spyware, rootkits and other malware
- Unique real-time protection against poisoned websites

Banker's Bank of Kansas Ensures Mission Critical Data Center Operations with AVG Anti-Virus Network Edition

"Our data center is at the center of our operations. It's a critical aspect of our everyday workings and the services our customers depend on. We needed a robust anti-virus solution to protect the data center and ensure its 24/7 operation."

Steve Madewell

*Systems Administrator
Bankers' Bank of Kansas*

Background

Bankers' Bank of Kansas (BBOK) was chartered as a national bank on October 5, 1988 and became the 15th of the now 20 bankers' banks in the United States. As a bankers' bank, BBOK provides correspondent banking services to over 200 banks throughout the state of Kansas and has an ongoing commitment to provide progressive, quality service and serve as a strong, steady partner to the community banks of Kansas.

BBOK offers a full range of correspondent banking services including consultative problem-solving, online correspondent banking, credit card and merchant services, federal funds brokerage, direct loans, bank stock financing, mortgage lending, and much more. In a world of banking consolidation and cut-throat competition, BBOK's services level the playing field for community banks – helping them to be more competitive and better positioned to meet the ever-changing needs of consumers and small businesses.

BBOK employs 50 people, almost all of whom work out of the company's Wichita, Kansas headquarters. BBOK's data center and all of its information technology operations are supported by a team of four individuals who together are responsible for the smooth operation and security of 12 servers, 40-plus workstations, and six laptops.

Challenge

BBOK handles billions of dollars in electronic transactions every day in support of the varied services it provides its community bank customers. Its data center is at the heart of its operations, and is a critical aspect of the bank's everyday workings and the services on which their customers depend.

If the bank's systems are threatened, its ability to meet the needs of its customers could be impacted, making security a top concern for Steve Madewell, Systems Administrator at the bank. BBOK required a robust anti-virus solution to protect its data center and network – not only from outside threats from hijacked or infected websites and file downloads, but also from the internal risks created by mobile users whose laptops may be connected to unsecured public networks while traveling. The unmonitored behavior of these users



can introduce threats of infection to the network simply because they are not always under the direct control of BBOK's IT team. Madewell also required centralized management to enable remote administration and up-to-the-minute security status reporting for every server and every user's computer on the network. All this is in addition to the internal and external auditing and other regulatory requirements the bank must meet to ensure proper protection of all the customers' data under their control at any given time.

Unfortunately, the virus protection solution the bank had been using was not meeting the necessary standards; it had failed to detect and clean a potentially damaging virus. Fortunately the bank's IT team was able to intervene to identify and control the problem quickly before any real damage was done but, because the resolution was a manual one, it was neither cost-effective nor scalable. The infection was a big red flag for the BBOK team – they knew they had to find something better. Something the bank could rely on to provide the 24x7 protection required for the protection of its sensitive data.

Solution

Once they had contained the breakthrough infection, the IT team immediately began their search for a viable alternative solution. All four members of the IT team were familiar with AVG's Free Anti-Virus solution and had used it at home, with satisfactory results. One of the team had also deployed AVG Anti-Virus Network Edition at a previous company, where it had been quite effective, and suggested BBOK try it out. The team also evaluated two other options but neither turned out to be as robust and comprehensive as they needed.

The evaluation of the AVG product went very smoothly, and Madewell was happy to move ahead with purchasing the solution.

Result

BBOK saw immediate results with AVG Anti-Virus Network Edition, successfully detecting and fully cleaning out the virus that had got past the bank's previous defenses and infected its network. In addition to its clear virus protection effectiveness, the AVG solution provided several other important benefits to BBOK and its IT team.

In particular, AVG's unified administration console provides a level of central management and monitoring that Madewell has been extremely impressed with. It makes management and maintenance of the product simple and efficient, allowing his team to remotely install, update, and configure the AVG solution across the network from a single point. The management tool also provides a real-time, up-to-date view of the status of all the computers protected

by AVG, and allows the team to centrally control and modify the AVG client settings as needed, depending on the prevailing risk situation. Updates can be pushed out from a central point to all machines on the network and scheduled to occur at times when the networks are not under heavy traffic pressure.

The administration tool also allows Madewell to run control tests and update individual AVG clients remotely on an as-needed basis, for example if a signature database has expired.

"What really appeals to us about AVG Anti-Virus Network Edition are its efficiencies," says Madewell. "Everything is there, all built into one package and available when you need it. The presentation of information is clean, concise and well-organized. The management console covers all users in one convenient location and is quick to notify us of any potential problems and status changes – both on the console and via e-mail alerts. The frequency and automatic distribution of updates – every 20 minutes – gives us a level of confidence in AVG we simply did not have with our previous solution."

Madewell has also had the opportunity to work with the AVG Tech Support team and was just as pleased with the service aspect of the AVG relationship.

"A couple of our servers were not updating automatically for one reason or another. The AVG team responded quickly and was able to provide us with an immediate resolution of the problem. They made the whole experience quite painless."

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About AVG Technologies

AVG is a global security solutions leader protecting more than 80 million consumers and small business computer users in 167 countries from the ever-growing incidence of web threats, viruses, spam, cyber-scams and hackers on the Internet. Its free online, downloadable software model allows entry-level users to gain basic anti-virus protection and then to easily and inexpensively upgrade to greater levels of safety and defense in both single and multi-user environments. Nearly 6,000 resellers, partners and distributors team with AVG globally including Amazon.com, CNET, Cisco, Ingram Micro, Play.com, Wal-Mart, and Yahoo!. For more information visit www.avg.com