

Credit union saves time in imaging, scripting, security patching, asset management and support desk operations

Quest®

Coastal Community Credit Union (CCCU) uses KACE® by Quest® to save time in software distribution and unified endpoint management.



**COASTAL
COMMUNITY**

Country: **Canada**

Employees: **1,300**

Industry: **Financial**

Website: cccu.ca

When the corporate staff of a financial institution goes from a highly controlled environment to working from home, IT wants tools that can manage devices centrally and reliably.

Coastal Community Credit Union is the largest financial services organization based on Vancouver Island, British Columbia. CCCU serves more than 120,000 members and clients, including several thousand community organizations and businesses. As in most companies, members of its IT team were caught off guard by the sudden shift toward working from home. They had to pivot quickly to provide secure, reliable, remote computing capabilities to hundreds of back-office employees.

About this case study

CCCU had to pivot quickly to accommodate a sudden spike in the number of employees working from home. They needed to ensure that a wide variety of remote devices would have secure images and software for normal operations.

Solution

Using the KACE Systems Deployment Appliance, CCCU addressed their shortage of hardware, quickly and confidently imaging hundreds of laptops, tablets and all-in-one devices.

Benefits

- Centralized asset management, scripting, support desk and security patching
- Saved time with reliable gold images and custom inventory rules
- Automated device installation through scripting for simple deployment
- Enabled a variety of users to run identical, proven installation procedures

Solutions at a glance

- [Automated image deployment](#)
- [Software distribution and management](#)

Imaging endpoint devices for off-site use

CCCU has used the KACE Systems Deployment Appliance (SDA) for many years to create and deploy system images to its endpoints. The credit union has shifted to support hundreds of work-from-home users, and the SDA has become the centerpiece in this change.

“We’ve relied on the SDA in particular,” says Michelle Ashby, systems administrator for CCCU, “because we’re going from typical, corporate workstations in our offices to tablets and laptops off site. Some users took their all-in-one desktop computers home because there was a shortage of hardware and their all-in-one was the only thing available. We already had solid images and post-installation updates, so we used the SDA to image those devices quickly and feel confident that users had the software they needed. We knew, without a lot of variables, what software would be on the devices and how they would run because of that.”

In the era of software as a service, classic software installation is giving way to incremental feature deployment from a management console. Finance institutions, however, still need to install, test and know the software they’re running. The SDA helps CCCU in that regard.

The KACE SDA is valuable for saving time, especially if your imaging is at all tricky. You create your gold image, deploy it and trust that when you’ve finished, the image will work as it’s meant to do.

*Michelle Ashby, Systems Administrator,
Coastal Community Credit Union*

PRODUCTS AND SERVICES

Software

- [KACE Systems Deployment Appliance](#)
- [KACE Systems Management Appliance](#)

“We’re still reliant on imaging,” says Ashby, “because there are so many specific things that we need to run. Our applications will continue to be installed in the traditional sense so that we know exactly how they will run. We need to be able to test a piece of software and know how the system behaves before and after the imaging process. The KACE SDA is valuable for saving time, especially if your imaging is at all tricky. You create your gold image, deploy it and trust that when you’ve finished, the image will work as it’s meant to do.”

Managing assets across the enterprise

For asset management, CCCU uses the KACE Systems Management Appliance (SMA). The SMA also handles inventory, patch management, endpoint security, software license management and help desk.

“The SMA has helped us gather information distributed all over the company that we would probably never have been able to pull together,” says Ashby. “It has saved us a lot of time and given us much more confidence in our knowledge of what and where our assets are.”

As a financial institution, CCCU has to see and carefully control all devices connected to its network. IT uses agentless scans in the SMA to ensure that ports not in use are locked down and that device disconnections are tracked. In conjunction with Windows Server Update Services (WSUS), the SMA pushes most security patches to CCCU devices.

“For us, the SMA is a huge timesaver in that you can centralize asset management, scripting, support desk and patching,” says Ashby. “Plus, the reporting on all of those functions saves me time. I get a lot of questions from users and I usually find the answers in KACE with little or no effort.”

KACE features for every IT team

To manage the Windows environment, deliver remote user support and ensure device security, CCCU has used KACE Desktop Authority (DA) for many years. IT has mappings and management on user profiles based on group policy, which DA uses to grant access to resources like printers. The IT team handles updates to access with a couple of clicks in DA; their control is completely transparent to users.

The Help Desk representatives at CCCU use the work logging feature and reporting tools in the SMA. Logging is ideally suited to keeping managers in Finance and other departments apprised of the issues occupying Help Desk staff. It helps IT document personnel needs like temp-to-perm conversions and training needs like spikes in support time on specific categories of tickets.

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*Michelle Ashby, Systems Administrator,
Coastal Community Credit Union*

Ashby's favorite feature is scripting, which she finds particularly useful with legacy software in her environment because of the exceptions in the installation routine. With the wizard she quickly builds the first 90 percent of a script, then switches to editing the result directly in SQL for the final 10 percent.

"I like that KACE tools are centralized and at my fingertips, with links to all of our connected devices," she says. "I don't need to involve the database team or anybody else. KACE gives me the power to script the installation of software that isn't just a simple .MSI or .EXE file, and that has lots of dependencies on other events. Instead of tying up an hour on an installation, I run a script and — bam! — the software is deployed."

About Quest

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Quest Software. Where next meets now.