Major U.S. Bank Meets Compliance Requirements and Lowers Costs with BMC Customer Success and Solutions

**Business Challenge**

The heavy regulatory environment of financial services requires banks to strictly manage IT infrastructure to meet security compliance and audit requirements. For a major U.S. bank managing over $293 billion in assets, this regulatory requirement drove the need for modern IT solutions to automate compliance management. The bank needed to efficiently manage compliance, patching, and remediation tasks across its IT groups and successfully resolve open audit issues.

**BMC Solution**

The bank engaged BMC Customer Success to assess and prioritize automation use cases that address business audit and compliance requirements for its server and network environments. Using the BMC Excellence delivery methodology, the implementation service rapidly deployed an automation platform allowing the bank to successfully resolve critical audit findings. BMC Education Services accelerated solution adoption and efficiency gains through a tailored onsite education program. The program focused on three key domains (compliance management, vulnerability management, and patching) and armed staff with the capability to quickly build out more complex automation use cases such as Day 0 compliance for network devices. BMC Customer Success provided a framework for developing a Center of Excellence to generate greater product proficiency and adoption across the organization. Lastly, BMC Advantage delivered program oversight across all initiatives to mitigate program risk.
Business Impact

BMC Customer Success helped the bank manage and meet audit and compliance requirements efficiently and consistently, reducing cost and risk. Benefits included:

- Ability to report on compliance status across tens of thousands of servers and network devices, both on demand and through automated, scheduled updates
- Resolution of more than 13,000 critical and high vulnerabilities
- Day 0 compliance for new network devices greatly reduces security risks and enables operational best practices for monitoring
- Improved FTE productivity by implementing closed-loop change management to ensure ongoing regulatory compliance
- Enterprise IT standardization through the implementation of five new use cases on a unified platform, including a standard approach to patching Linux® environments
- Reduced adoption risk and time to value through proficient administrators trained on current remediation best practices, and TrueSight Server Automation capabilities

For additional information on BMC Customer Success:

- Visit our web page
- Contact us for more information