

CUSTOMER SUCCESS STORY

Educational technology provider keeps their dispersed teams more secure with Automox



BIOGRAPHY

Company: InsideTrack

Name: Chris Borte

Job Title: Director of IT & DevOps

SOLUTIONS UTILIZED



OS Patching



Software Patching



Manage Third
Party Software



Manage Endpoint
Configuration

ABOUT INSIDETRACK

InsideTrack is passionate about student success. Since 2001, they have been dedicated to partnering with colleges and universities to create adaptive coaching solutions that generate measurable results. These solutions combine professional coaching, technology and data analytics to increase enrollment, completion, and career readiness. They're coaching methodologies and uCoach® Platform optimize student engagement and generate valuable insights on the student experience.

CHALLENGE

Our staff is made up of over 200 employees, many of whom work remotely or travel frequently. Our infrastructure is also made up of a mixture of Windows, Mac, and Linux desktops and laptops. We were previously using Microsoft WSUS to patch our Windows devices and had no solution in place for Macs. As our workforce became increasingly remote, it became more challenging to keep operating systems and software consistently patched, which was putting our company and client data at risk. It was also really clear that there were advantages to be gained by moving to a cloud-native architecture and removing all of our on-premise services, so we specifically had a public cloud paradigm in mind from the beginning.

“It was very refreshing to find a great solution that was cloud native. Automox made the other systems I had used look ancient.”

Chris Borte

Director of IT and DevOps
InsideTrack

SOLUTION

We wanted a solution that fully automated OS and software patching while giving us enough control to customize policies and configurations as needed. Automox was the only platform we found that was cloud-based, worked with any OS, and gave us the visibility and reporting we needed to feel confident that our network was secure.

The lightweight Automox agent installs in seconds and gives us a comprehensive view of the vulnerability status of every endpoint in our network. The user interface is intuitive, easy to use, and automates a part of security that is often underestimated and neglected because it is a repetitive, redundant process. Automox makes it easy to automate and control the four fundamental practices of security hygiene we do every day:

- 1. Keeping operating systems patched*
- 2. Keeping software patched*
- 3. Policing third party software deployment*
- 4. Managing endpoint configurations*

RESULTS & BENEFITS

The biggest difference in my day-to-day as a Director of IT is that I sleep really well knowing that our systems are patched, and if they're not patched, we know about it and can do something about it quickly.

I don't worry that there is a device out there vulnerable to a data breach because it's remote, wasn't patched, has a vulnerability, is talking over Active Directory ports, or has some virus. That reliability and confidence is critical to keeping our infrastructure secure.

In an IT role, success means things are quiet and calm, and that's what it's been like with Automox. We've set it up, we're using it, we get clear reports when things aren't being patched, and we can remediate and patch when necessary.

ABOUT AUTOMOX

Automox is a cloud-based patch management and endpoint protection platform that provides the foundation for a strong security framework by automating the fundamentals of security hygiene to reduce a company's attack surface by over 80 percent. A powerful set of user-defined controls enables IT managers to filter and report on the vulnerability status of their infrastructure and intuitively manage cross-platform OS patching, third party patching, software deployment, and configuration management.

MORE AUTOMOX CUSTOMERS IN THE EDUCATION INDUSTRY

