AUTOMOX

CUSTOMER SUCCESS STORY

# *New Zealand Reseller Sold On Cloud-Native Patching Solution for Greater Flexibility and Improved Visibility for Its Customers*

## BIOGRAPHY

- Jeremy Nees, Chief Operations Officer, The Instillery
- Darren Beattie, Manager Network & Access, TOWER Insurance

## ABOUT THE INSTILLERY

The Instillery is an award-winning, Kiwi-owned technology company that is headquartered in Aotearoa, New Zealand. The company was born and bred with a start-up mindset and challenger attitude, and seeks to put the best and most innovative technology solutions into the hands of local and global businesses. The Instillery offers a variety of IT and cybersecurity products and services focused on empowering their customers to do what they do best: delivering value for their customers and sharing their own expertise with the world.

## CHALLENGE

Customers are increasingly moving to IT estates with servers located in the cloud and on-premises. Additionally, user endpoints are more distributed and are connecting to corporate systems from anywhere. How to manage these hybrid corporate IT infrastructures has become increasingly complex, and zero trust security architectures demand different management approaches to function effectively.

As corporate systems expand outside of the organizational perimeter, organizations can no longer rely on the corporate network to protect corporate systems. Patching and endpoint hardening must be treated with a sense of urgency, considering that a large portion of known malware is exploiting vulnerabilities that have been in the wild for a prolonged period. Timely patching is becoming more important to chief information security officers to better protect their expanding network infrastructure.

## SOLUTION

The Instillery chose Automox as its patching and endpoint hardening solution for two key reasons. First, Automox shifts the focus of patching from being merely an operational task to be a security and vulnerability management activity. With Automox, customers can visualize and understand the risks by the CVEs their systems are exposed to. Secondly, Automox is cloud-native, which means it doesn't rely on inbound network access or that endpoints be domain-joined. Automox easily accommodates cloud deployments and work-from-home scenarios, and decreases the need for networks to be joined via WANs or VPNs – which further supports a zero trust (ZTNA) security approach.

The Instillery worked with its customer, TOWER Insurance, to select a patching and endpoint hardening platform that was cross platform and provided both OS and third-party patching solutions. Additionally, TOWER needed a solution that was automated which would allow them to rapidly deploy critical updates and reduce the time and effort needed to keep their endpoints up to date.

> *"In the IT world we are always trading off usability and security. Because Automox is a cloud-based solution, we can consider usability scenarios that were more challenging to accommodate in the past and can be more flexible. Where do you want to deploy your server?Where do your users want to work? What devices and operating systems do you want to use? Being able to meet modern IT demands without compromising security management allows us to be more flexible and agile, enabling innovation."*
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> Jeremy Nees, Chief Operating Officer,
> The Instillery

## RESULTS & BENEFITS

TOWER chose Automox for its ability to provide a single view of their patch management and software base across their multi-platform fleet. TOWER appreciated other benefits of the solution, such as the ability to search against a specific CVE ID and to leverage worklets to further support their endpoint management needs.

For TOWER, moving to Automox has significantly reduced the effort required to perform routine patching, thereby reducing the associated costs. Automox has allowed TOWER to rapidly deploy critical updates across endpoints, no matter where an endpoint is located. Automox Worklets™ allow TOWER engineers in multiple organizations to make changes and updates across a number of systems with ease.

Because the security team has access to the Automox console, they have improved visibility of the security posture of the organization's systems. They can review the patching schedules, push out critical updates, and view what patches are going to be applied next to meet their compliance requirements.

> *"With Automox, we have confidence that our environment is more secure with automation and we have the visibility into our endpoint security and compliance posture to support that. TOWER staff has been able to fully adopt modern working practices in a secure and controlled manner. With Automox, our teams are continuously improving and automating our patching and endpoint security processes."*
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> Darren Beattie, Manager Network & Access, TOWER Insurance

For additional information on the Automox Partner Program, please contact **Partners@Automox.com.**

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