

FROM MANUAL FIXES TO AI-POWERED SECURITY: LEADING PUBLIC SECTOR BANK SECURED 12,000 ENDPOINTS WITH JBS

Overview

Faced with growing cyber risks, fragmented security coverage, and the complexity of managing IT infrastructure across 1,500+ branches, a leading public sector multinational bank partnered with **JBS** to modernize its endpoint and server security. Through the implementation of **Ivanti Endpoint Manager (EPM)** and **Ivanti Security Controls (I-SEC)**, the bank and JBS reduced remediation times from weeks to days, cutting security risks by 40%, and resolving 60% of recurring issues automatically with AI-driven self-healing.

This initiative reflects the bank's proactive approach to cybersecurity, leaving no stone unturned in eliminating vulnerabilities and preventing potential exploitation. As the largest public sector commercial bank in Pakistan, with 12,000 endpoints of strategic importance, maintaining a robust security posture is a vital step to meet regulatory requirements and preserve public trust. The bank's commitment to finding solutions, such as automated patch management, is a pivotal stance in an era of escalating cyber threats against financial institutions, highlighting its dedication to operational resilience, data integrity, and customer confidence.



Solution Overview

- **Solution Partner:** JBS (www.jbs.live)
- **Solution Implemented:**

- Ivanti End point Manager (EPM)
- Ivanti Security Controls (I-SEC)

Challenges

Vulnerability Remediation	Before implementing Ivanti EPM, the bank struggled with long remediation timelines. Critical patches often took weeks to be deployed across the infrastructure, leaving systems exposed to cyber threats.
Fragmented Security Coverage	The bank's previous system lacked centralized patching for third-party applications. IT teams had to rely on manual updates or end-users, creating security blind spots, compliance risks and wasted time. Without patch prioritization, less important updates were sometimes applied before critical ones, leaving key vulnerabilities unaddressed.
Unprioritized Security Fixes	Before using Ivanti EPM, the bank's patching process was interrupting and noticeable to employees. System updates often disrupted their work, reducing productivity and causing delays. More importantly, the bank could not prioritize patches—less important updates were sometimes applied before critical ones, leaving key vulnerabilities unaddressed.
Endpoints Without Self-Healing	The bank's IT team had to manually fix recurring endpoint issues across thousands of machines. With no AI driven self-healing, staff repeatedly addressed the same problems, consuming resources and response times.
No Agentless Scanning	Installing agents was not possible in a banking environment with hardened and isolated servers. This left critical systems with hidden vulnerabilities, as there was no automatic detection.

The Solution Provided by JBS

JBS partnered with the bank to implement Ivanti Endpoint Manager (EPM) across **12,000 endpoints nationwide**, ensuring consistent patching for both operating systems and third-party applications. In parallel, Ivanti Security Controls (I-SEC) was deployed across **500 production and UAT environments** (covering Windows and Linux servers). Together, these solutions introduced **AI-**

powered self-healing, prioritized patching, and agentless scanning, giving the bank end-to-end protection, full visibility, and streamlined automation.”

How It Solved the Challenges

End-to-End Protection

With Ivanti EPM, the bank can now ensure that both operating systems and third-party apps are consistently updated. This reduces the attack surface, strengthens compliance, and gives IT teams greater control and visibility across the entire environment.

Reduced Security Risks by 40% With Prioritized Patching

Ivanti’s silent patching capability allows updates to run seamlessly in the background without interrupting business operations. With EPM, the bank also gained the ability to prioritize critical patches first, reducing security risks by 40% and ensuring that urgent vulnerabilities were addressed quickly.

60% Issues Resolved Automatically With AI-Powered Self-Healing

With Ivanti’s AI-driven automation, 60% of recurring endpoint issues in the bank’s environment are now resolved automatically. This reduces the burden on IT teams, minimizes downtime for employees, and ensures a more stable and secure banking operation.

Cost Optimization

The centralized platform consolidated patching into a single management console for all 12,000 endpoints, drastically simplifying operations. Combined with automation and AI, this reduced helpdesk tickets by 50%, optimized IT resources, and delivered a significantly stronger compliance posture.



Why JBS

- A **proven track record** of successful project deliveries with measurable outcomes
- **Expert-level certifications** in cybersecurity, guaranteeing deep technical expertise and best-in-class implementation

Key Benefits of the Solution

- **40% reduction in security risks** through prioritized patching and silent updates.
- **60% of endpoint issues resolved automatically** with AI-powered self-healing.
- **35% reduction in remediation effort** via automation of patch discovery, validation, and deployment.
- **50% reduction in helpdesk tickets**, cutting repetitive troubleshooting and freeing IT resources.
- **50% faster software deployment** across the bank's nationwide IT environment.
- **Centralized management of 12,000 endpoints** from a single console, simplifying oversight.
- **Agentless scanning for 500+ production and UAT servers** (Windows + Linux).

Conclusion

JBS's partnership with the bank drove a nationwide transformation in cybersecurity and compliance. By combining automation with regulatory expertise, JBS proved its ability to deliver mission-critical resilience at scale.

For financial institutions and other regulated sectors, JBS stands as a trusted partner, providing the foresight and technical expertise needed to ensure long-term security, stability, and growth.



Works Better

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