

# Change Is Good: Why Moving to the Cloud Doesn't Have to Be Scary

## CUSTOMER TESTIMONIAL

by David Lokke, Senior Systems Administrator, PREMIER Bankcard

### Executive summary

Everyone hates change. Even in IT, where change is constant, administrators and engineers can get stuck and comfortable continuing to do what they've been doing for as long as they've been doing it. But eventually, something happens that shakes everyone out of their comfort zone and into the present. For the team at First PREMIER Bank, that "something" was moving to the cloud.

With \$3 billion in assets, First PREMIER Bank runs two lines of business: banking and their credit card arm, PREMIER Bankcard. Even though the two domains are separate, they are both under PREMIER Bank's control in IT.

### A Solution That Kept Us Safe & Compliant

PREMIER Bankcard has a lot of administrative accounts to control, so they are especially fond of Privileged Remote Access since their SoftDev engineers use that exclusively. Their engineers won't access a server remotely without it. First PREMIER Bank adopted these solutions primarily for Payment Card Industry (PCI) compliance. Upon joining PREMIER from a company that wasn't as concerned about security, their Senior System Administrator found the privileged access solutions already in place, which was a welcomed discovery. Apart from fulfilling compliance requirements, these solutions significantly eased the burden associated with password management. With Privileged Identity automatically generating unique passwords, the team no longer needs to manually create them. The integration of BeyondTrust solutions, coupled with Privileged Remote Access, streamlines the process further, eliminating the need for password memorization—a single click grants access to the required resources.

### A Larger Cloud Initiative Sparks Change

Things were going well in IT, and then the company began to lean into the cloud. There were multiple reasons, including the decision to move to AWS. First PREMIER Bank wanted to embrace the cloud, and as part of this larger initiative, they were to transition all of their applications from on-prem servers.



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**David Lokke**  
Senior Systems Administrator



## Many “What ifs?”—and Many Benefits

Even though the migration to enhance Privileged Identity was part of PREMIER Bankcard's larger cloud initiative, people were hesitant. While the Senior System Administrator had spent a lot of time doing due diligence, others in the organization didn't understand the platform yet and were worried about how the switch would impact them. They had a lot of “what if” scenarios on their minds, and inquiries frequently surrounded the consequences of potential internet outages. One Vice President expressed he would ideally like to have a hybrid environment, despite the company's cloud initiative. What many people didn't know, though, is that the plan included having an on-prem server that periodically replicates their data. The knowledge of this option reassured everyone—including the VP.

Another benefit of moving to the cloud is that BeyondTrust will handle updates from now on. Not having to perform updates internally (and not having to schedule downtime for those updates) is a huge benefit. Upgrades for Privileged Identity used to be pretty intense because they required updating the SQL database, which took a few hours—if nothing went wrong. The Senior Systems Administrator would usually perform the upgrade in the test environment first to make sure everything went smoothly, before scheduling the change in the live environment. The downside to that process is having to make the upgrade twice.

Shifting the responsibility to BeyondTrust will save PREMIER Bankcard several hours per upgrade, with the assurance of consistently using the latest version. Additionally, the option to postpone updates if necessary will be available if needed to for any reason.

## BeyondTrust Pushes PREMIER Bankcard to Be Better

Throughout it all, BeyondTrust has been a great partner. The lead up process to launching a new partnership took a few months, and during that time, our BeyondTrust project manager, Lauren, provided us with a comprehensive list of prerequisites to fulfill. And because Lauren was so organized, PREMIER Bankcard didn't need to allocate a project manager from their side. The server build team built all the servers, while the Senior Systems Administrator created all the accounts to ensure a consistent naming convention, and Lauren had everything else covered.

But that's no surprise. PREMIER Bankcard has consistently experienced BeyondTrust's dedicated care and attention across various departments, from sales to support to engineering. Even their Go Beyond conference offers a more personalized feeling compared to other large-scale vendor events. It provides opportunities to meet so many new people, and PREMIER Bankcard feels that the BeyondTrust team values them as individuals, not just their company name.

PREMIER Bankcard went live at the end of June, eager for this next chapter. The move to the cloud comes with questions and concerns, but BeyondTrust has addressed these with a new solution that will improve security and compliance at First PREMIER Bank. Because that's what change is about: finding new opportunities to succeed and improve at what PREMIER Bankcard does every day. For anyone considering making the same move to the cloud, don't be afraid of change. Think about the possibilities on the other side.



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BeyondTrust is the global cybersecurity leader protecting all paths to privilege with an identity-centric approach. We are leading the charge in transforming identity security and are trusted by 20,000 customers, including 75 of the Fortune 100, and our global ecosystem of partners.

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