Axos Bank   - axosbank.com - phone: 0,

4350 La Jolla Village Dr, Ste 140, San Diego, California, 92122, United States, CA

Derrick Walsh - 0 - dwalsh@axosbank.com, phone: (858) 750-9845, 2nd phone: (858) 649-2165

Other emails: 0, 0

LinkedIn: 0

Contact 2 Info: 0 - 0 – 0, 0, 0

Contact 2 LinkedIn: 0

Other emails: 0, 0

Total annual spend for IT and cybersecurity development measures for your company: ~$10M

Industry Sector: Banking / Finance

What are key products or services offered by your company? Checking, savings, investing, small business, commercial, personal loans, mortgage, fiduciary services, securities clearing, retirement advisor services.

How many people are employed by your company? 1000-5000 employees

What is the current annual revenue for your organization? $250M-$500M

How many business locations do you maintain company hardware and equipment such as servers…? 15

How many people are in your IT Department? 80

How many people are on your IT security team? 15

Number of Contact Center Seats: 260

What is your current Operating System? Windows and Linux

Who is your current ERP vendor? Salesforce

Who is your Cloud Service Provider? AWS

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1) Do you have responsibility for Cybersecurity? 0

Do you plan to add or expand cybersecurity initiatives in the next 12 months? 0

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: 0

Please summarize your top Cybersecurity challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): no

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2) Do you have responsibility for Cloud software solutions? 0

Do you plan to add or expand cloud solution initiatives in the next 12 months? 0

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: 0

Please summarize your top Cloud Solutions challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): we have aws and azure cloud footprint as well as on-prem colocation datacenters. since we are a financial security and compliance is always a concern for us. we currently utilize several different compliance tools to manage these environments.

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we would like to move towards a no-touch management of our cloud services and invoke all changes via ci\cd pipelines.

i'm always looking for innovation opportunities for helpdesk and making the end user experience frictionless.

3) Do you have responsibility for Digital Solutions?: 0

Do you plan to add or expand digital responsibility initiatives in the next 12 months?: 0

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: 0

Please summarize your top Digital Solutions challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): i'm very interested in ai and machine learning as it relates to it ops.

digital security is always a concern for the business that we are in. this is from the cloud to the datacenter environments.

we currently utilize rpa and workflows in servicenow.

4) Do you have responsibility for Data Management? 0

Do you plan to add or expand data management initiatives in the next 12 months? 0

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: 0

Please summarize your top Data Management challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): encryption at rest is something that we are exploring.

we are utilizing solarwinds and dynatrace for network and apm.

we utilize aws fsx as well as on-prem storage solutions.

5) Do you have responsibility for Software/Application Development and Management? 0

Do you plan to add or expand software / application development initiatives in the next 12 months? 0

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: 0

Please summarize your top Software/ Application Development challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): no

6) Do you have responsibility for Communication Systems? 0

Do you plan to add or expand communication system initiatives in the next 12 months? 0

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: 0

Please summarize your top Communication Systems challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): we utilize crestron video conferencing in our conference rooms and i think there needs to be a better experience for users that utilize the rooms.

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7) Do you have responsibility for Network Systems? 0

Do you plan to add or expand network system initiatives in the next 12 months? 0

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: 0

Please summarize your top Network Systems challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): currently utilizing mpls and sd-wan and are looking at z-scaler for zero trust and end users always on vpn.

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8) Do you have responsibility for Consulting / Outsourcing? 0

Do you plan to add or expand consulting / outsourcing initiatives in the next 12 months? 0

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: 0

Please summarize your top Consulting/Outsourcing challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): we are in the process of working on micro-services segmentation and integrating docker images for several tiers of our applications. i believe with the our migration to the cloud that docker images are going to a critical component to this.

technology lifecycle management is something that we have been evolving to ensure that we don't have any eol software and hardware in the environment. we currently leverage microsoft sccm and qualys to manage this.

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9) Do you have responsibility for IT Leadership, Talent Management and Training? 0

Do you plan to add or expand IT leadership, talent management, and training initiatives in the next 12 months? 0

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: 0

Please summarize your top IT Leadership, Talent Management and Training challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): retaining top talent is the key issue with the tight job market that we are currently facing.

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