



CASE STUDY

City of Jonesboro Secures Critical Infrastructure and Boosts Cyber Resilience with Armis



The Challenge

- Difficulty gaining visibility into remote sites and AWS deployments
- Struggled managing a growing number of assets, including cloud assets
- Limited, isolated resources to address cybersecurity risks
- Need to protect critical public infrastructure from cyberattacks

The Solution

- Deployed Armis across remote sites and AWS environments
- Consolidate information from existing security tools within Armis
- Implement real-time monitoring and threat detection
- Provide enriched CMDB data for better asset management

The Results

- Discovered & secured 130% of assets previously known
- Reduced time to resolution by retiring manual processes
- Enhanced threat detection across both remote sites and AWS environments
- Proactive monitoring & mitigation across complete attack surface

Industry **Government**

Location **Jonesboro, Arkansas**

Size **700 employees | 80,650 population**

"Armis gave us the complete visibility we needed across our environments. We discovered 30% more devices than we thought we had, which has transformed how we secure our city's critical infrastructure."

Jason Ratliff

Director of Information Systems, City of Jonesboro, Arkansas

Background

The City of Jonesboro, located in northeast Arkansas, is home to over 80,000 residents and serves as a regional hub for industry, healthcare, and education. The city government spans 23 different departments with approximately 700 employees, along with a 911 center that supports both the city and Craighead County.

The city's IT department, led by Director of Information Systems Jason Ratliff, is responsible for maintaining the cloud infrastructure and cybersecurity across multiple municipal facilities, including water treatment plants, government offices, and public safety services. Many of the most popular AWS services are used including S3, EC2, and Route 53.

In recent years, Jonesboro has faced increasing cybersecurity challenges as the number of connected devices in its AWS and remote environments have grown. From municipal IoT devices, such as security cameras and traffic lights, to critical AWS assets, the city's attack surface has expanded rapidly. Managing these assets and securing them from cyberthreats has become a priority.

The Challenge

The City of Jonesboro struggled to maintain full visibility over its expanding environment. Jason Ratliff and his team were tasked with ensuring that all assets were properly monitored and protected including hundreds of unmanaged assets. The lack of comprehensive asset discovery tools left gaps in the city's security including the critical infrastructure controlling water treatment and other public services putting the city at risk.

"We had a huge blind spot when it came to our devices," Ratliff explained. "We didn't clearly understand what was connected" which "made it difficult to protect those assets."

In addition to visibility challenges, the city's IT department was limited in terms of resources. Manually tracking devices, identifying vulnerabilities, and ensuring security controls were up to date was both time-consuming and prone to error. Jonesboro needed a risk management solution that could automate these processes across their environment while providing real-time insights into their evolving security posture.

The Solution

After seeing Armis in action at a conference, Ratliff was impressed with the granular visibility and intelligence it provides. The City of Jonesboro deployed Armis Centrix™ to address these challenges. Armis was able to provide deep visibility across both AWS and remote environments, discovering and securing assets that had previously gone unnoticed. This includes shadow IT environments in AWS that had been spun up.

“With Armis, we were able to identify 30% more devices on our network than we initially thought we had,” said Ratliff. “This gave us a clear and comprehensive view of both our IT and OT environments, allowing us to better secure our city’s critical infrastructure. Being able to see all the assets with all the details, including firmware versions, model numbers, and patching status was a game changer for us.”

Armis Centrix™ integrated seamlessly with the city’s existing security tools and infrastructure, including their configuration management database (CMDB). By enriching the CMDB with detailed, real-time data on device status, vulnerabilities, and network behavior, the IT team was able to quickly prioritize and address security risks and hone threat-hunting efforts.

The platform’s flexible and non-intrusive nature, including agentless deployment options, was particularly beneficial, allowing the IT team to monitor critical infrastructure without disrupting sensitive systems. The ability to deploy collectors on-prem and in the cloud also proved helpful. Armis provided continuous, passive monitoring of devices and detected anomalies in real time, helping the team respond proactively to potential threats anywhere in their environments.

Next steps for The City of Jonesboro include adoption of AWS Security Hub and AWS Security Lake to gather even more detailed security information across AWS. Both Hub and Lake are natively supported in Armis creating an easier adoption path and seamless integration through the Armis enhanced security stack.

30%

more devices discovered and secured across IT and OT networks

Hours

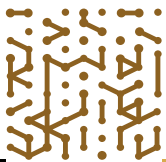
of manual asset identification reduced to seconds with automated visibility

Real-time

monitoring across critical infrastructure with 24/7 threat detection

100%

improvement in visibility of OT assets, including public utilities



The Results

Since deploying Armis Centrix™, the City of Jonesboro has significantly improved its asset visibility and security posture. The platform enabled the discovery of 30% more devices than were previously known, including critical AWS assets, which have since been upgraded & patched with the latest security updates.

The automation provided by Armis Centrix™ in AWS has reduced the amount of time spent on manually identifying and tracking asset risk throughout AWS and remote sites, freeing up resources for the IT team. “We used to spend hours just trying to figure out what was on our network. Now, with Armis, we have that information in seconds,” Ratliff said.

In addition, Armis helped the city enhance its threat detection capabilities. The platform continuously monitors both AWS and remote networks for suspicious activity, flagging potential risks before they escalate into full-blown incidents. This has been critical in protecting the city’s infrastructure from cyberthreats, particularly as the number of cyberattacks on public utilities continues to rise.

“Armis has given us peace of mind,” Ratliff noted. “It’s like having a flashlight in a dark room. We can now see everything, secure everything, and manage our cybersecurity risks effectively. It’s an invaluable tool for a city like ours, and I would highly recommend it to any city government IT organization.”

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In a rapidly evolving, perimeter-less world, Armis ensures that organizations continuously see, protect and manage all critical assets - from the ground to the cloud. Armis secures Fortune 100, 200 and 500 companies as well as national governments, state and local entities to help keep critical infrastructure, economies and society stay safe and secure 24/7.

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