

# Future-Forward IT

Publisher baramundi software

How CITI is Shaping the Next Chapter with baramundi

CITI (Control Integration Technology Inc.), a systems integration firm based in Charlotte, NC, specializes in connecting industrial equipment and software—bringing PLCs, SCADA systems, and IT infrastructure together for clients in manufacturing, utilities, and water management. Working remotely or in the field, CITI's IT team supports a complex and demanding environment, both internally and for their customer deployment projects around the country. CITI is part of Vessco Water, a nationwide group of 32 companies that serve municipal and industrial water treatment markets across the United States.

At the heart of CITI's mission is control—over systems, over uptime, and over critical processes. But for years, the company lacked control over something closer to home: their own IT infrastructure. With no clear visibility into endpoints and limited remote capabilities, CITI's lean IT team faced a growing number of challenges including vulnerability management, rising support requests, and time-intensive device setup processes.

## From Patchwork to Platform

Before adopting baramundi, CITI used another solution for their patching needs. However, they wrestled with limited visibility especially with the lack of a vulnerability scanner, and knew they needed more automation. Jay Jordan, IT and Security Manager at CITI, was managing hundreds of endpoints across the US and South America alone.



"It was burying me," Jay recalled. "I had no time to get ahead, and I knew our systems weren't staying up to date. It wasn't sustainable."

After engaging with baramundi, Jay saw a different path forward. "baramundi was clearly more robust, cost-effective, and the support team blew me away. We started with a proof-of-concept in November. By January, we were fully up and running. The basic implementation only took a few months part-time—and even now, we're still finding new ways baramundi can help us."

CITI began implementation with a proof-of-concept in late 2023 and went live in early 2024, quickly adopting the baramundi Management Suite across the board — from inventory and deployment to patching, vulnerability scanning, and software control—which gave them unified visibility across their entire environment. "Honestly, it was a no-brainer. The platform is so well-integrated, we don't need all these separate systems anymore and were able to drop a few point solutions. The net gain has been huge, not just in budget savings but also in how much time we save day to day. Even just from a licensing standpoint, baramundi saved us money while giving us way more capability." "The ROI was obvious from the start," said Jay. "baramundi wasn't just more affordable—it actually worked better."

## Empowered with baramundi

One standout capability has been automation, particularly for setting up new or reissued devices. Joe Ellison, who joined CITI's expanding IT team as an IT Manager & Systems Engineer, quickly mastered baramundi and saw the impact.

"Automation has been invaluable. We can provision a device with all the required software in one click—what used to take a day or more can now be done unattended, overnight," he shared. "If we have a user leave the company, baramundi lets us reimagine the machine remotely. No shipping it back, no touching it physically—we reset it and it's ready for the next user. That used to be such a manual process."

The team is now exploring broader use of baramundi's Automation Studio capabilities to streamline even more IT processes in the months ahead. "When I joined, some machines had thousands of vulnerabilities. Within two months, we brought that down to just

over 100 using baramundi,” Joe explained. “It gave us the tools and visibility we needed from day one.”

**But baramundi’s value really hit home when two mission-critical incidents struck:**

“We had to work with one of our main designers after his PC went down from a power surge,” Joe recounted. “It was an older machine and considered unrecoverable, but it had some circuit designs on it that the engineer said were mission critical. We pieced together the hard drives and got them into a different PC. The problem was—nobody remembered the local password. We couldn’t even get into the OS.”

“But the moment that machine hit the network, baramundi picked it up as a known device. We were able to use a baramundi local admin account to reset the password and log in. That’s how we got access and recovered the data.”

In another case, a crash left a remote BitLocker-protected machine inaccessible—however, CITI’s IT team had deployed the device with baramundi.

“A machine crashed—completely locked up. We didn’t know what had happened, but it was BitLocker-protected, and we couldn’t get in. Turned out, baramundi had already inventoried the recovery key when it swept the device. That let us get in and salvage the data,” Joe said. “When I explained that to our new parent company’s VP of IT, he was really impressed. I don’t think their current tools even do that.”

These high-stakes situations are exactly the kind of moments where baramundi shines—not just as a management platform, but as an overall safety net.

“baramundi is always running in the background. It’s not loud. It’s not bloated. You don’t know you need it until you really need it—and then it’s already working behind the scenes. It gives me peace of mind,” Joe said.

**Looking Ahead and Supporting a Growing Organization**

Today, both Jay and Joe appreciate a level of operational efficiency that both describe as transformative:

“baramundi is that rare platform that’s not just a tool—it’s a partner. It saves time, it gives you control, and when things go wrong, it might just save your behind,” Joe says with a smile.

Jay agrees: “I’ve worked with a lot of tools over the years. This is one of the few I’d recommend without hesitation. The baramundi platform just works.” CITI was recently acquired by Vessco Water, a nationwide organization that brings together 32 companies under one umbrella and offers a comprehensive portfolio of products and services for municipal and industrial water and wastewater systems across the United States.

As the company integrates into a larger enterprise with increasingly complex IT needs, Jay and Joe see potential for broader adoption of baramundi across the Vessco family. With its modular flexibility, automation capabilities, and unmatched visibility into endpoints, baramundi is well-positioned to help IT scale their efforts.

Whether managing infrastructure for an air-gapped environment or enabling secure deployments across a nationwide footprint, CITI sees baramundi not just as a solution for today—but a strategic advantage for whatever comes next.