

# Credit union installs a virtual vault for data

Actively managed firewalls secure customer account data from attack 24x7 and provide streamlined PCI and GLBA regulatory compliance, saving IT 500 hours a year

The headlines keep coming: hackers successfully siphoning data on millions of customers from big chain stores and banks. These break-ins overshadow threats to much smaller businesses and financial firms nationwide. The 4Front Credit Union of Traverse City, Michigan, is one such enterprise. With 40,000 members, it's fighting back.

Patrick McKay, the credit union's director of Information Technology, explains that securing customer account data is as important as safeguarding cash and valuables in the vault. "And, just to be sure," he says, "state examiners periodically stop in to check our compliance with data privacy regulations." The two primary ones are the PCI Data Security Standard (DSS) and the Gramm-Leach-Bliley Act (GLBA).

**Urgent regulatory compliance needed**  
When McKay started at the credit union in 2005, internet access at its six branches ran through the credit union's sole internet connection at its main location. Best as he could tell then, data security had not suffered any serious

breaches. But he thinks the reason for that was more a matter of being a relatively small target for hackers, not worth their efforts, than airtight security. At the time he was hired, his most urgent concern was passing Michigan's new IT examination for state-chartered financial institutions like his.

McKay recalls that when he investigated the credit union's security protocols, he found a lot of places where they needed strengthening. Problem was, the state had told the credit union that the IT exam would happen soon, so he didn't have time to deploy the layered defenses the credit union has today. "We needed a way to get our house in order fast," he says. "Otherwise, we might not pass the exam."

## Discovering data security's gold standard

As McKay started researching security solutions, especially in IT forums for financial institutions, he kept seeing Dell SecureWorks mentioned — in particular, its Intrusion Detection System and Intrusion Prevention System (IDS/IPS) managed service offerings. "I realized I

### Customer profile



Company	4Front Credit Union
Industry	Financial Services
Country	United States
Employees	110
Website	<a href="http://www.4frontcu.com">www.4frontcu.com</a>

### Business need

The small IT staff at the 4Front Credit Union had to secure its networks and customer data from attack while complying with PCI and GLBA data privacy regulations.

### Solution

The credit union's IT staff fully secured its networks and data, plus streamlined its regulatory compliance, by engaging Dell SecureWorks managed services, helping them save 500 hours a year.

### Benefits

- Delivers 24x7 peace of mind against data intrusion
- Monitors all data traffic and firewalls in real time
- Gets rapid notification of all security issues
- Saves IT 500 hours a year in security tasks
- Streamlines compliance with PCI and GLBA regulations
- Provides documentation of data safeguards

### Solutions at a glance

- Security

"We save 500 hours a year by having Dell SecureWorks as a very real extension of our team that handles all our data security tasks."

*Patrick McKay, Director of Information Technology, 4Front Credit Union*

had found my turnkey security solution after I kept seeing Dell SecureWorks referred to as the gold standard for IDS/IPS data security," he says.

McKay installed a Dell SecureWorks Managed IPS appliance at each credit union location. The plug-and-play devices provide highly effective network protection, including deep-packet inspection of all incoming and outgoing data traffic. The service actively monitors the credit union's environment 24x7 in real time leveraging Dell SecureWorks' global network of five Security Operations Centers (SOCs).

#### **Like having trained security professionals on staff**

The SOCs are staffed by highly trained Dell SecureWorks security analysts. They handle all the tasks the credit union needs to secure its networks, including all administration, tuning and maintenance of the Dell SecureWorks iSensor IPS devices. SOC support includes unlimited configuration changes, policy modifications and help-desk tickets the credit union requests. "We save 500 hours a year by having Dell SecureWorks as a very real extension

of our team that handles all our data security tasks," McKay says. "This lets our small IT staff focus on more strategic concerns."

#### **Real-time updates on trends and alerts on attacks**

Customized notifications and constant, real-time updates from Dell SecureWorks' Counter Threat Unit (CTU) research team are features that help give McKay tremendous confidence that the credit union's data is always secure. Whenever the SOC notices an attempted network attack — or even suspicious behaviors from inside the network — he gets a call on both his work and cell phones as well as an email.

"Also, I always get continuous news on trending attacks that the SOCs are watching as they happen across the U.S.," he says. "Often I know about vulnerabilities two or three days before I hear from my software vendors. Dell SecureWorks helps keep us ahead of the hackers."

## **Products & Services**

### **Services**

[Dell SecureWorks](#)