SecureWorks

BANK'S NETWORK SECURITY MODEL TRANSLATES INTO SAVINGS

Lone Star National Bank stays focused on providing high-quality services and reduces costs by engaging industry experts to manage intrusion detection and prevention

Lone Star National Bank

Industry: Financial Services | **Country:** United States | **Employees:** 630

Website: www.lonestarnationalbank.com

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BUSINESS NEED

Lone Star National Bank sought a more affordable security solution that protected networks and data from unauthorized access, simplified regulatory compliance, and was less expensive and easier to manage.

SOLUTION

Rather than implement another in-house solution, the bank saves time and money by using an intrusion detection and prevention service from Dell SecureWorks.

BENEFITS

› Saved $60,000 in one year

› Helps boost competitiveness and growth

› Facilitates compliance and doubles reporting efficiency

PRODUCTS | SecureWorks Security Monitoring Service | Managed Network Intrusion Detection and Prevention Services

AS LARGER BANKS ARE FORTIFYING THEIR SECURITY DEFENSES, COMMUNITY AND REGIONAL BANKS ARE FACING GREATER NUMBERS OF TARGETED SECURITY THREATS.

Financial institutions like Lone Star National Bank need more effective and affordable security tools to protect confidential and valuable data residing on its networks from hackers and cybercriminals, and facilitate regulatory compliance. In addition, these solutions need to be easy to manage so that banks can maintain top-notch customer service despite new security requirements.

From its 40 branches, website and mobile apps, Lone Star National Bank (LSNB) provides comprehensive financial offerings for consumers and businesses. Rapidly growing since it was founded in 1983, the organization is nearing its goal of being the premiere bank in south Texas. To achieve its vision, the independent institution strives to deliver high-quality services to customers and keep its own costs down so that it can invest in new offerings. In recent years, IT employees were spending more and more time managing the bank's in-house intrusion detection and prevention system. Keeping the system updated and properly configured so that it was effective against ever-evolving attacks was a constant challenge. IT staff struggled to find the time needed to continually manage and monitor security systems — much less generate compliance reports, and compile and analyze threat intelligence.

When their previous network security system approached end of life, LSNB decided to replace it with a solution that required less hands-on management and provided better reporting tools. Kevin Pilgrim, executive vice president and chief information officer at Lone Star National Bank, says, "Our previous security system was very expensive and managing it took time away from our role of making the bank even more successful. Security is not considered a core function of our business. We needed to direct our IT resources to support customer service instead."

A MANAGED SERVICE PROVES TO BE A BETTER CHOICE

To find the best solutions, the bank engaged three third-party vendors for proposals. Options included outsourced services as well as in-house solutions that require a dedicated security expert. After carefully investigating and evaluating all proposals, the clear answer was to avoid the complexities and costs of an in-house solution and instead go with a managed security service from Dell. Commenting on the bank's decision, Pilgrim says, "We chose Dell SecureWorks because it provides the services we need including 24x7x365 monitoring, reporting, access to threat intelligence — and its recognized by the Industry. We're also a loyal customer of Dell. It's been a tried and true partner to us."

FAST AND EASY IMPLEMENTATION

The transition to the new solution was quick and uneventful. The bank's IT personnel worked with Dell SecureWorks to configure and test the solution so that it would defend the bank's network. However, soon after the service was in place, LSNB decided to expand its usage. Pilgrim says, "We were so happy with Dell SecureWorks, we quickly signed to have Dell SecureWorks monitor and defend our disaster recovery site too." Commenting

on the overall deployment, he adds, "This was one of the most effective implementations I've ever run for network and disaster recovery locations."

GREATER PEACE OF MIND AS WELL AS $60,000 IN SAVINGS

Today, the bank spends less money to protect its networks and data from unauthorized access. "The cost of just maintaining our previous intrusion detection and prevention system was more expensive than the overall cost of Dell SecureWorks," says Pilgrim. "We saved $60,000 in the first year, and we avoided having to hire a full-time security expert."

Plus, the bank gets the protection it needs with less effort, and IT staff have greater visibility into potential issues. Pilgrim explains, "We have peace of mind that if a workstation is infected, our infrastructure will remain secure. Dell SecureWorks uses multilayered protection, so it will shut down any malicious traffic and alert my team of the issue. The accuracy and speed

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of this solution also allow my team to be laser-focused on any cleanup, versus having to run through pages of network logs in an attempt to identify the infected system.

"When questions arise, IT personnel consult with Dell SecureWorks security experts. "We get great service from Dell SecureWorks," says Pilgrim. "We really operate as a team."

SIMPLIFIED COMPLIANCE AND DOUBLED REPORTING EFFICIENCY

IT staff also spend a lot less time ensuring that the bank's technology is compliant with industry regulations. Pilgrim says, "Audits are very much a non-event since we've engaged Dell SecureWorks because its staff are compliance gurus. Creating a report is also so intuitive, we have doubled our security reporting efficiency."

INCREASED COMPETITIVENESS AND GROWTH

Today, IT personnel can contribute to the bank's expansion by developing innovative value-added services such as a new robust customer relationship management system. "We no longer have to spend time managing and monitoring security because Dell SecureWorks takes care of it for us," says Pilgrim. "So now, our IT employees can focus on using technology to help the bank improve its offerings and revenues — and realize its short-term and longterm goals."