SecureWorks

BOOSTING IT SECURITY FOR GREATER PEACE OF MIND

Progress Bank protects a growing volume of customer accounts and business data without the need to expand its IT department.

ProgressBank
THINKING FORWARD

Industry: Banking & Financial | **Country:** United States |

Website: https://myprogressbank.com

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>
> Greg Jones, IT Officer, Progress Bank

BUSINESS NEED

With an IT staff of just three, the bank needed a security solution that provides the resources, efficiency and peace of mind a growing financial institution requires.

SOLUTION

The bank saves time and boosts security with layered firewall management that includes unlimited access to highly trained security experts from SecureWorks.

BENEFITS

› Faster, more effective threat mitigation through unlimited access to security experts

› Customer trust and sense of safety

› Saves time, allowing small IT staff to focus on other bank priorities

PRODUCTS | Managed iSensor Intrusion Prevention System (IPS)

AS FINANCIAL INSTITUTIONS OF ALL SIZES OFFER MORE ONLINE SERVICES TO STAY COMPETITIVE, THEY MUST ALSO MEET THE SECURITY DEMANDS OF CUSTOMERS AND A HOST OF REGULATIONS.

Losing customer data due to inadequate IT security has been an issue since the dawn of cyber communications. Protecting this information is as important for smaller banks as it is for large institutions. Breaches can involve thousands of victims, and can cost banks millions in fines.

For Progress Bank of Huntsville, Alabama, a fast-growing community bank, keeping customer and business data safe while managing the bank's other technology priorities falls to an IT team of three employees. Their job includes compliance with a variety of IT security laws and regulations, such as the Gramm-Leach-Bliley Act and the PCI Data Security Standard. "Progress Bank offers full electronic banking — all the services larger banks are offering," explains Greg Jones, the bank's IT officer. "With limited personnel resources, keeping up from a technology and a security standpoint can be a real challenge."

END-TO-END FIREWALL MANAGEMENT SOLUTION AND UNLIMITED EXPERT SUPPORT

When Jones became the bank's first IT officer in 2011, the bank's contract with a firewall-monitoring company included just two hours of support per month. Any additional assistance cost a significant amount per hour.

Progress Bank turned to SecureWorks. "Our assets have grown very fast," says Jones. "The larger you get, the more cybersecurity that customers and regulators expect and require of you. With a small IT staff, we've had to pick very good products and assistance. SecureWorks gives us everything we need, including unlimited access to support."

Jones went on to say that the bank's partnership with SecureWorks is invisible to customers, and that's a good thing. When it comes to IT security, no news is good news for customers. They can go about their business confident that their money and information are safe.

EXTENDING THE CAPABILITIES OF A SMALL IT TEAM

For a fixed cost, Progress Bank's unlimited access to highly trained security professionals is a virtual extension of its lean IT staff, saving them valuable time and money so they can focus on the other technology priorities of their growing financial institution.

The SecureWorks network of Security Operations Centers (SOCs) provides support and consultation from certified security experts with years of real-world network security experience. The SOC team takes the necessary steps to mitigate threats before damage is done, including making configuration changes on managed devices or simply working hand-in-hand with the customer until the issue is resolved. According to Jones, "To do this work in-house, I'd have to hire three full-time security engineers, and that simply isn't cost-effective for us.".

Jones and his staff reap the added benefit of increasing their security knowledge every time they speak with SOC analysts, who have unique insight gained from helping thousands of customers. According to Jones, "Having unlimited engineering support from experts helps my team be more agile and able to make modifications to our firewall. The SecureWorks folks are just phenomenal. They make our jobs a lot easier."

BUDGET-FRIENDLY FLEXIBILITY WITH INCREASED SECURITY AND PEACE OF MIND

Progress Bank's firewall management contract with SecureWorks initially protected three firewalls. When infrastructure changes eliminated a firewall, the bank was able to exchange the dollars allocated to the decommissioned firewall for the SecureWorks Managed iSensor Intrusion Prevention (IPS) system. iSensor adds a critical layer of defense that includes vigilant monitoring to protect networks from harmful traffic that has passed through or bypassed a firewall. Says Jones, "We got additional intrusion detection and protection services with no cost increase to our contract. Our main data center has the largest number of users and is the biggest risk area. Adding iSensor there gives us another set of very robust eyes looking at the data going in and out of our network."

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This level of protection and support brings Jones and his team added peace of mind. His advice to other small and medium-size banks: "With banking becoming more reliant on technology, make sure that you're dealing with a security partner that's reputable and is used to servicing banks. With SecureWorks, we get all that, and, personally, I get better rest at night."