



# Small Community Federal Credit Union Depends on Backbone Security to provide Network Intrusion Protection

## EXECUTIVE BRIEF

• **Goal:** For a small community credit union to improve the security and performance of day-to-day operations in support of their growing client base; align GLB and SOX requirements with business goals; measure and report on IT security in a way that customers and IT staff understand; and deliver better service through consistent and secure IT.

• **Solution:** Backbone Security's network security monitoring center became the eyes and ears for network security. Backbone Security guards the electronic entrances and prevents cyber gangs from accessing crucial information.

• **Results:** A projected cumulative five-year net benefit of \$68,154 fueled by increased user confidence due to improved security, availability, more consistent application performance, and an improved ability to deliver new and updated applications to users. An annual ROI of 106%, a payback period of 4 months. Improved security and greater business value delivered through a higher quality of service.

A Pennsylvania Community Federal Credit Union is a member-owned banking cooperative. The organization is headquartered in Pennsylvania and has branches located throughout Northeastern Pennsylvania. The Community Federal Credit Union includes customers like the East Stroudsburg University, Connaught Laboratories and the Salk Institute and has more than 9,000 members conducting business either at its physical locations, through ATMs at member organizations, or worldwide via its online banking program. With so many members working in a technology-centric environment, the credit union's online presence is critical to its success and continued growth.

The mission of the Community Federal Credit Union is to provide member service of the highest quality, and to maintain a superior financial position while accomplishing this.

NOTE: This case study was authored by the Backbone Security.Com. Results shown are not a guarantee of equivalent performance

## Benefits

Objective	Benefits Achieved
Improve the security of critical credit union internet access points	Using Backbone Security's solutions, the credit union's IT staff was able to multiply their effectiveness at a fraction of the cost of doing it themselves. Backbone provided fully trained network security specialists ready 24 hours a day, 7 days a week.
Reduce the risk of web defacements	Backbone's trained staff of security engineers not only monitors the networks, but also conducts regular assessments of key systems to maintain airtight security and risk mitigation.
Reduce the load on NEPA staff in all areas of IT	Backbone Security provided assistance to the system administrators on an as needed basis, providing key insight and direction in the configuration and tuning of servers, routers, and databases, resulting in a significant increase in productivity over the past two years.
Establish an IT baseline for future expansion and additional branches	Based on a complete assessment and gap analysis, the credit union was provided with an as-is and to-be roadmap that will enable them to add additional branches over the next few years. Backbone will continue to be used to secure all IT.

## **The Challenge: Improve Cyber Security without increasing the demands on the IT staff**

I expect the Ribcage Managed Security Server in conjunction with Backbone's active monitoring center to produce a 100 percent return on investment...It's great. I wish the rest of the machines in my network were designed this well.

Credit Union's,  
Chief Information Officer

In the highly competitive banking industry, the ability to service customers is a key differentiating factor. For online customers, a large part of that service is availability - having access to their accounts whenever they need them. Domain Name Service (DNS) is one of the foundation technologies for availability, because it allows one Internet-enabled device to find another, thereby enabling the exchange of information.

Security is also of paramount concern, particularly when it comes to peoples' money. The credit union's Chief Information Officer was most involved in this area. Each month, the CIO and his staff made frequent checks for bug patches and other security holes, and assessed which ones applied to their system. Once they were discovered, which was occurring with increasing frequency, the credit union had to implement appropriate solutions, reducing its vulnerability to hacker attacks. Their diligence prevented any security breaches, but the CIO felt there had to be a better way to use his staff's time while maintaining security. He wanted a product with a hardened operating system and automatic updates.

While exploring options for various networking functions such as firewalls, the CIO had looked into server appliances — products that incorporate enterprise-level software, hardware, and an operating system into a single, dedicated-function unit. The CIO, like many of his contemporaries, has a high level of interest in this relatively new category because of the time/labor savings and reliability offered by a server dedicated to a single function. He decided to see if there was one available. Typing in the key words "network security" and "Backbone" he discovered the Backbone Security Ribcage.

### **The Solution**

Backbone Security delivered a Ribcage to NEPA for a risk-free evaluation. The CIO's first surprise came at installation. "It almost took us longer to get the Ribcage out of the box than it did to install it," he reports. "We spent five minutes for the physical installation of the appliance into the rack, and just another five minutes to get the software up and running. That's fast."

One of the things that attracted The CIO to the Ribcage over other appliances was that it is supported by a team of security engineers in the Backbone security center. The Ribcage is very targeted, and a far better investment for our purposes."

One feature the CIO likes, but hasn't had to use, is the Ribcage's "phone home" feature, which automatically notifies both him and Backbone Security if one of the Ribcage's components should fail. He says none of the other machines in his network has this option, but thinks it's a great idea.

## The Bottom Line for the Credit Union

An analysis of the implementation shows that the credit union will gain a cumulative five-year net benefit of \$105,281, an annual ROI of 106% for the project. The entire project has a payback period of 4 months.

The following chart provides a detailed, five-year analysis.

### BUSINESS ANALYSIS OF THE SOLUTION

#### Project Summary

Annual ROI with Backbone Security Project	106%
Payback Period with Backbone Security (months)	4
Cumulative five year benefit	\$68,154
Cumulative five year net cost of Backbone Security's Component of Project	\$33,084

#### Project Costs

	Startup	Year 1	Year 2	Year 3	Year 4	Year 5
Hardware & Maintenance	\$4,000	\$900	\$900	\$900	\$900	\$900
Software & Services	\$0	\$4,800	\$4,800	\$4,896	\$4,994	\$5,094
Staff Costs for Implementation & Support	\$0	\$0	\$0	\$0	\$0	\$0
<b>TOTAL COST</b>	<b>\$4,000</b>	<b>\$5,700</b>	<b>\$5,700</b>	<b>\$5,796</b>	<b>\$5,894</b>	<b>\$5,994</b>

#### Benefits

	Year 1	Year 2	Year 3	Year 4	Year 5
Saving in staff costs @ 10/hour wage	\$16,640	\$16,640	\$16,973	\$17,312	\$17,659
Improved availability for customers	\$500	\$538	\$578	\$621	\$668
Improved staff productivity for more consistent performance	\$0	\$0	\$0	\$0	\$0
Improved productivity	\$2,080	\$2,101	\$2,122	\$2,143	\$2,164
GLB / SOX violation cost avoidance	\$500	\$500	\$500	\$500	\$500
<b>TOTAL BENEFITS</b>	<b>\$19,720</b>	<b>\$19,778</b>	<b>\$20,172</b>	<b>\$20,576</b>	<b>\$20,991</b>

#### Financial Analysis

Net Benefit	(\$4,000)	\$14,020	\$14,078	\$14,376	\$14,683	\$14,997
Cumulative Net Benefit	(\$4,000)	\$10,020	\$24,098	\$38,475	\$53,157	\$68,154
Net Present Value	\$107,309					
Average Annual ROI	106%					
IRR	351%					
Payback Period (months)	4					

The benefits are made up of increased user confidence. The credit union proudly displays the Backbone Data Protection Logo to alert their customers that they are protecting the electronic assets with the same due diligence they use in protecting the currency.

Furthermore, they have been able to utilize the extensive knowledge of Backbone's certified security engineers to help them configure and administrate their entire enterprise. The cost savings in this aspect of Backbone's "total-support-to-the-customer" mindset has saved the credit union approximately 300% in operating costs alone.

"Backbone Security is doing a sterling job in maintaining the integrity, confidentiality and privacy of our networked information. Our customers are more secure because their data is protected by Backbone Security"



Community Federal Credit Union's Chief Executive Officer

### **The Credit Union Looks to the Future**

The NEPA Community Credit Union has already started to expand their presence and add additional branch offices. Backbone Security is an integral part of that expansion effort and is working with the IT staff to design a secure network architecture for growth well into the future.