

# PROTECTING CLIENT DATA FROM EVOLVING SECURITY THREATS

Lake Area Bank prevents network security breaches and saves thousands of dollars per year with a security service that monitors, detects and eradicates threats



**Industry:** Banking & Finance | **Country:** United States | **Employees:** 220

**Website:** [www.lakeareabank.com](http://www.lakeareabank.com)

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Andrea Martfeld, Vice President and Technology Officer, Lake Area Bank



## BUSINESS NEED

Lake Area Bank must protect customers' accounts and data while meeting stringent regulatory requirements.



## SOLUTION

The bank uses Dell SecureWorks to monitor its network perimeter, gain real-time insight into potential threats and seamlessly tap into expert resources for incident response if needed.



## BENEFITS

- › Defends the bank's environment 24/7/365
- › Simplifies compliance with government regulations
- › Saves thousands of dollars in a forensic investigation



## NO BUSINESS OR INDIVIDUAL IS IMMUNE TO THE ACCELERATING VOLUME OF ATTACKS.

To protect data from evolving threats and meet stringent government regulations, Lake Area Bank must maintain round-the-clock network-perimeter defenses, monitor all internal traffic and filter email. The effectiveness of security solutions vary and so the bank is highly selective in the tools it uses.

Lake Area Bank has provided end-to-end financial services to individuals and businesses for 100 years, operating seven locations across Minnesota including its headquarters in Lindstrom. To maintain a reputation for service excellence, Lake Area Bank protects its customers' data from unauthorized access via the internet and internal networks. Andrea Martfeld, vice president and technology officer at Lake Area Bank, says, "We've been using Dell SecureWorks for network intrusion and prevention services for 14 years. We've saved significant money because using other solutions would cost several thousand dollars more per year."

## BOOSTS THE EFFICIENCY AND EFFECTIVENESS OF IT STAFF'S SECURITY PROCESSES

Not only do IT personnel have the real-time security tools they need but they also know that security analysts at Dell SecureWorks monitor the bank's network for anomalies. "In just a few seconds, I can get a consolidated view of our environment's security from 10,000 feet or get really detailed insight into our network traffic from the Dell SecureWorks client portal," says Martfeld. "Occasionally, I've had calls in the middle of the night from Dell SecureWorks because the service detected a threat that needed attention."

## THE BIG RISKS TODAY: END USERS, EMAIL AND TROJAN MALWARE

To circumvent hardened network perimeters, hackers increasingly use email as the avenue for attacks. Although the bank employs two-third party email filtering services, new versions of malicious code can slip by any email filtering product in an attachment or via a link.

Recently, the bank's IT staff underwent the ultimate security test. An employee innocently opened an email attachment. Quickly realizing the message might not be legitimate, the employee forwarded it to Martfeld, who was in a meeting. By the time the meeting was done, the bank's ISP had shut down the bank's internet access. Three PCs had triggered alerts. IT staff took those PCs offline and found one was infected with a trojan.

## SAVES THOUSANDS OF DOLLARS AND WEEKS OF EFFORT WITH DELL SECUREWORKS

Although the infected PC was off the network and users had changed their passwords, the bank needed to know if any data had been exfiltrated — or sent outside of the network. Martfeld says, "We interviewed three third-party forensic experts and found that Dell SecureWorks Incident Response and Digital Forensics practice provided the help we needed and we would save several thousand dollars. Dell SecureWorks consultants decrypted the file and saw that the trojan had collected some of the employee's passwords. However, further analysis found no

evidence that exfiltration had occurred."

Looking back on the situation, the bank is thankful to Dell SecureWorks for its help. "We saved weeks of work by quickly engaging experts from Dell SecureWorks Incident Response practice," says Martfeld. "They provided a complete report on their findings, which we needed for the FDIC and our board of directors."

## KEEPS STAFF UP TO DATE ABOUT EMERGING SECURITY RISKS

To help keep its staff apprised of new malware trends, the bank depends on Dell SecureWorks. "Education is necessary to stay on top of all of the emerging security threats," says Martfeld. "Dell SecureWorks provides a lot of free webinars and seminars for customers that spell out what new tactics hackers are using, what they're after and what we can do about it. In the long run, we've really saved money because most of the

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security classes I have looked into cost about \$2,000."

## FACILITATES NEW ONLINE BANKING SERVICES

Because it has enjoyed such a great working relationship with Dell SecureWorks, the bank is going to move its online banking systems from a hosted data center to its own later this year. "We can save a considerable amount of money by moving our web servers in-house," says Martfeld. "We know that Dell SecureWorks will do an excellent job in monitoring and protecting the additional systems and traffic."

## SIMPLIFIES REGULATORY COMPLIANCE AND REDUCES STRESS

Every year, IT personnel minimize the time spent on complying with government regulations because Dell SecureWorks automatically generates required reports. The service also maintains a track record of which reports the bank's staff have accessed — providing required proof that the bank monitors IT for security threats. Martfeld says, "When FDIC examiners learn that we're using Dell SecureWorks, it shows we are serious about protecting our customers' information."

Even though it has been happy with Dell SecureWorks, the bank routinely evaluates other security offerings to be aware of its options. Martfeld says, "We continue to choose Dell SecureWorks because it's always competitively priced and the team is easy to work with. And because we know that our perimeter is well protected, Dell SecureWorks takes a lot of stress off us. We don't have a single reason to use another a service."

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SecureWorks is a global provider of intelligence-driven information security solutions exclusively focused on protecting its clients from cyber attacks. SecureWorks' solutions enable organizations to fortify their cyber defenses to prevent security breaches, detect malicious activity in real time, prioritize and respond rapidly to security breaches and predict emerging threats.

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