The Bank of Hawaii

Bank of Hawaii operates 70 branches throughout the Pacific and manages more than $17 billion in assets.

Challenges

- The detect-and-respond approach to web-based threats was labor-intensive, sapping resources from more strategic projects.

- Users were blocked from parts of the Internet that posed a risk to the organization—even if users needed to access the sites for their job.

Solution

- The Menlo Security Isolation Secure Web Gateway isolates all web traffic in the cloud, cutting off malware access to the endpoint.

- Significantly mitigates all web-based cyberattacks.

- Preserves a native web-browsing experience for users.

Bank of Hawaii Eliminates Most Web-Based Threats with Isolation Secure Web Gateway

The bank is able to leverage malware-free browsing without impacting users' native web-browsing experience.

For Vance Jones, chief information security officer for the Bank of Hawaii, a detect-and-respond approach to web-based threats was not working. Sure, the bank's traditional cybersecurity solutions were stopping attacks before they spread across the network and infected critical business systems, but it was a tenacious, labor-intensive process, especially considering the number of false positives generated by the solutions.

According to Jones, any potentially vulnerable web page would fire off multiple alerts. It got to the point that Jones decided it was just easier to reimage any machine suspected of being infected. His team would track down, wipe, and restore an average of five machines per week that were spread across 70 branch offices scattered across the Pacific Ocean—each taking several hours to reimage.

Detect and respond also had an impact on user productivity. In addition to taking employees' devices offline while they were restored, Jones and his team simply shut down access to parts of the Internet that posed a risk to the organization—whether or not employees needed to use those websites for their jobs.

A Fundamental Change to Cybersecurity

Jones strode the trade show floor at the Gartner Risk and Security Summit 2015 with a mission to find a new way to protect users from web-based threats. A team from Menlo Security showed him a new way to isolate Internet traffic away from the endpoint, without impacting performance or altering the user's web-browsing experience in any way.

After a brief period of testing and building a business case, all web traffic generated by the bank's 2,200 employees as well as a handful of contractors was being isolated in Menlo Security's Internet Isolation Cloud. Menlo works by moving the fetch and execute commands to a remote browser in the cloud, where potentially malicious content is scrubbed out and only safely rendered content is sent to the user's endpoint device. This completely closes off all access to the endpoint, where malware can spread to the rest of the network. With no clients or special browsers to install, users maintain a native web-browsing experience with no impact on performance.

Maximum Protection from Web-Based Threats

Since deploying the Menlo Security Internet Isolation Cloud, the Bank of Hawaii has experienced zero web-based malware infections. False positives have disappeared and machines do not have to be reimaged on a regular schedule, freeing up IT resources for more value added activities.

Perhaps most important, the Bank of Hawaii has been able to open up parts of the Internet that were previously off-limits.

"The Internet can be a very useful research tool, but, you're really taking your chances providing Internet access without isolation" Jones said. "Menlo allows you to provide the value of the Internet to users in a safe manner, and it's the only technology, as far as I'm concerned, that does that."

Learn how you can enable 100 percent malware-free web browsing for your users. Visit menlosecurity.com or contact ask@menlosecurity.com.

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Vance Jones,
CISO, Bank of Hawaii

About Menlo Security

Menlo Security protects organizations from cyberattacks by eliminating the threat of malware from the web, documents, and email. Menlo Security has helped hundreds of Global 2000 companies and major government agencies achieve Zero Trust Internet. The company's cloud-based Internet Isolation Platform scales to provide comprehensive protection across enterprises of any size, without requiring endpoint software or impacting the end-user experience. The company was named a Visionary in the Gartner Magic Quadrant for the Secure Web Gateway.

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