



FIRST COMMUNITY BANK ADOPTS A NEXT-GEN SECURE WEB GATEWAY TO ELIMINATE WEB THREATS

Menlo Security's easy-to-use Next-Gen SWG isolates malware from end users

CASE STUDY



OVERVIEW



First Community Bank is a locally owned and operated financial institution with 17 branches in Arkansas and Missouri. It emphasizes community partnership, supporting education, economic development and organizations that help local service areas grow and prosper.

Security Challenges

First Community Bank has 300 workstations and an end user community with varied degrees of technical proficiency. As a financial institution, it faces the same security challenges as larger banks in keeping employee online activities—such as visiting financial news sites and searching for real-time information—safe from malicious threats.

Karl Kemp is the Information Security Officer for the Bank and SVP – Information Technology. He determined that signature-based security solutions were “using a ‘rear-view mirror’ approach” to handling threats:

“As long as we were only able to stop identified threats, we were always one (or more) steps behind.”

A Zeus infection (which impacted much of the financial sector) only added to Karl’s urgency in finding “a forward-thinking solution to minimize Web threats.” Working from his assumption that “everyone on the outside is infected, and everyone on the inside is infected,” he wanted to stop using existing approaches that would never scale to prevent the most painful threats.

Our experience has been that when deploying to a new department, we have a spate of new websites to work through. By noon, the new department is running smoothly. By day two, most users have forgotten we did anything. It is mostly transparent.

KARL KEMP, ISO, FIRST COMMUNITY BANK

Solution Approaches

An avid technologist and experienced security practitioner, Karl frequently evaluates new security solutions to augment the bank's defensive layers. He was initially interested in an isolation approach for protecting his users from web based malware and increasing the efficacy of his Secure Web Gateway

Initially, Karl tried to build a Linux-based isolation solution in-house, hiring a programmer to help. But technical issues proved time-consuming and challenging. He also tried developing a VM in the cloud.

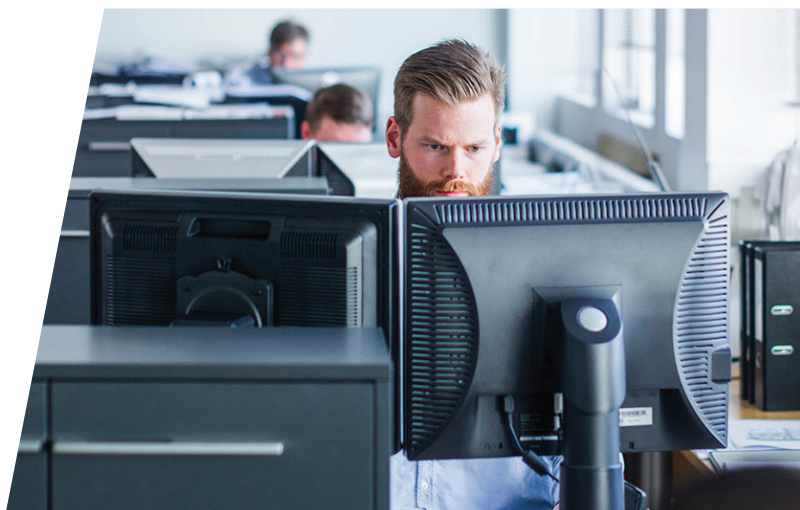
"Development was too slow, probably would end up being too costly, and we had no assurance of finding a workable solution. I decided we needed to go with a commercial solution," noted Karl.

This led him to a hardware-based solution that required appliance procurement and installation. While the solution had merit, "there was a scaling difficulty with that solution: the appliance handled X sessions—if you needed X+1, you had to go 2X—in other words, buy a second appliance." The team had other concerns around appliance management and endpoint upkeep.

Finally, with the help of Ozark Information Services, a local IT Services provider (and Menlo Security reseller), First Community Bank was introduced to Menlo Security solutions. After an initial demonstration, Karl quickly realized Menlo Security provided the isolation solution the bank desired:

"Zero-client, easy scaling, and cloud provisioned versus appliance."

Menlo Security provided the isolation solution the bank desired: "Zero-client, easy scaling, and cloud provisioned versus appliance."



Menlo Security Use Case

First Community uses Menlo Security's Next-Gen Secure Web Gateway to keep malware from reaching its end user population. Web threats are isolated in the cloud where all active content is contained in the Isolation Platform. Rather than fetching and executing content directly from the web inside the local user browser, web traffic runs safely in Menlo's unique cloud-based containers.

User experience is unaffected as Menlo Security's patented Adaptive Clientless Rendering™ technology provides a completely transparent Web experience. The net result is a platform that eliminates malware in an easy-to-manage solution.

Especially appealing is "the flexibility Menlo provides in choosing either isolation or direct access, as the situation calls for"—standard features expected from a Secure Web Gateway. Because bank policy requires some direct access to a finite, carefully managed set of sites, Karl needs options. He can apply Menlo to any site that allows ads because "a dangerous drive-by could slip in." Meanwhile, he can allow direct access where site due diligence is already completed and private communication is required. Menlo delivers an elegant technical solution that is easy-to-use for his environment.

Initial implementation of the Menlo Security Isolation Platform solution "was a snap."



Karl also noted that initial implementation "was a snap," including deployment to end users. Integration with Active Directory Federation Services expedited their Single Sign On roll-out. In just a few weeks, the bank doubled the number of end users protected through Menlo's solution.

"The Menlo isolated browser solution, coupled with the firewall we built, forms a workable solution. So far, our experience has been that, when deploying to a new department, we have a spate of new websites to work through. By noon, the new department is running smoothly. By day two, most users have forgotten we did anything. It is mostly transparent."

Benefits



Benefits include “a greater confidence in the integrity of our networks, lower time criticality of patching requirements, and possible savings on IDS/IPS costs and time lost to user questions about whether it’s safe to click or not, etc.”

Bank operations continue without disruption, while the Menlo Security Isolation Platform safely isolates web content across the initial user base. “We have about 100 users on Menlo today. That number grows almost daily and we are still deploying further.”

The security team is now well positioned for any future cloud-centric IT strategies the bank may adopt. The modern security solution can also address the emerging requirements of the digital enterprise, including workers using multiple device types and needing immediate access to business critical information.



About Menlo Security

Menlo Security protects organizations from cyber-attacks by seeking to eliminate the threat of malware from the web, documents, and email. Our cloud-based Isolation Platform scales to provide comprehensive protection across enterprises of any size, without requiring endpoint software or impacting the end-user experience. Menlo Security is trusted by major global businesses, including Fortune 500 companies and financial services institutions.

2300 Geng Rd., Ste. 200

Palo Alto, CA 94303

Tel: 650 614 1705

info@menlosecurity.com

menlosecurity.com