

CYBER SAFEGUARDS ENABLE BANK TO SERVE CUSTOMERS BETTER

As an online business with limited IT staff, Farm Bureau Bank needed to enact cybersecurity practices to ensure customer trust and regulatory compliance. The bank added security layers to its existing defense-in-depth model, using a number of Secureworks solutions.



Since the bank's founding in 1999, Senior Vice President and Chief Operations Officer Mark Cromer has watched its assets grow to exceed \$700 million and its customer base top 100,000 members, typically farmers and ranchers. "Many of our members have long relationships with their Farm Bureau agents, so they want face-to-face interaction with them," Cromer says. "We do over 90 percent of our loans through agent referrals." That's why the bank's minimal IT staff work hard to support and enhance its online loan-making capabilities. "We're always looking to improve our lending process in this channel," he says. "What's more, because the local Farm Bureau offices are not bank branches, we take extra steps to ensure that all transactions through them are highly secure."

Challenge

To provide its IT staff with the time for this work, the bank outsources management of its data center infrastructure to a Tier-4 colocation facility in San Antonio, with a backup in Austin. To strengthen its layered, defense-in-depth security model, it called Secureworks.

Solution

"Even though we have always focused on maintaining a secure environment, Secureworks add a layer of control in securing our non-public, personal data and enhanced our efforts to comply with banking regulations."

Secureworks®



Industry: Banking

Country: United States

Employees: 150

Key Challenges

- 100,000+ members with no traditional branches
- Protecting data, networks & intellectual property

Solution

- Secureworks Advanced Endpoint ThreatDetection (AETD)
- Incident Response Workshops & Exercises

Business Benefits

- Guards against banking threat actors
- Provides security expertise to complement IT staff
- Enables staff to focus more on serving customers

CASE STUDY

Cromer says. “Keep in mind that our agents might be submitting a loan app from their office or from a laptop or tablet in someone’s home.” The bank first engaged Secureworks to assess its existing security posture. Based on that evaluation, it added a comprehensive set of Secureworks Managed Security Services, including Advanced Endpoint Threat Detection (AETD) for 150 desktops, plus Log Management.

The Result

The bank recently conducted a Secureworks-assisted, incident response tabletop exercise that took the bank’s management team through different breach scenarios. The initial exercise was so helpful in educating the team regarding issues in their response processes that future interactive exercises are now part of the bank’s ongoing security program. Also, employee education and awareness training has been enhanced to focus on the role the users play in security. The bank’s Information Security Officer, Howard Gordon, conducts phishing tests, which have raised awareness, helping to reduce opens from 35 percent to less than 5 percent. “Alerts inform us of any threats and allow us to take the appropriate action. For instance, we can quickly isolate an infected PC with the help of Secureworks Advanced Endpoint Threat Detection.”

Looking Ahead

The bank also must comply with a range of cybersecurity regulations. The documentation and reporting available from Secureworks provides what is needed to satisfy regulators’ scrutiny. “Obviously we don’t want our systems penetrated, but we also have to prove to regulators that we have the safeguards to monitor and prevent security events,” he says.

“We are able to keep regulators satisfied and our board informed with Secureworks regular activity reports, which would be difficult to do without their assistance.”

Cromer won’t estimate the time savings he and his staff have gained, although he says it’s substantial. “It’s so much more than time, because we’d have to worry about implementing and maintaining systems to feed the reports, which would be an even bigger challenge,” he says. “For a bank, it’d be costprohibitive to do on our own what Secureworks does for us.”

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Mark Cromer | Senior Vice President & Chief Operations Officer, Farm Bureau Bank

About Secureworks

Secureworks® (NASDAQ: SCWX) is a leading global cybersecurity company that protects organizations in the digitally connected world. We combine visibility from thousands of customers, aggregate and analyze data from any source, anywhere, to prevent security breaches, detect malicious activity in real time, respond rapidly, and predict emerging threats. We offer our customers a cyber-defense that is Collectively Smarter. Exponentially Safer.™



For more information, call 1-877-838-7947 to speak to a Secureworks security specialist. [Secureworks.com](https://www.secureworks.com)