

Superior Credit Union Relies on Taegis™ ManagedXDR for Proactive Security

Rapidly growing credit union works with Secureworks to secure IT assets and stay ahead of threats



Company: Superior Credit Union

Industry: Financial

Country: United States

Employees: 200+

Solution

Superior Credit Union relies on Secureworks Taegis™ ManagedXDR for 24x7 security monitoring to optimize security spend, expand and upskill their IT team with deeper security expertise, and better protect their IT environment

“When I’m asked what keeps me up at night, my answer now is anything but cyber threats, because Secureworks is monitoring our environment 24x7.”

Brian Grime
CIO, Superior Credit Union



Overview

Superior Credit Union is a not-for-profit, member-owned financial cooperative serving more than 90,000 members through 22 branches in Western Ohio. Started in 1954 as the employee credit union for the Superior Coach Corporation, Superior Credit Union has grown into the fifth-largest credit union in Ohio with more than \$1 billion in assets.

Challenge

Growth is a great thing, but it can present unique challenges as business operations expand. For Brian Grime, CIO of Superior Credit Union, one obstacle was ensuring his staff could properly safeguard data and assets in the face of rising security threats. “As we continued to grow as a team, we were outpacing our internal cybersecurity resources,” Grime recalled. “We needed to rapidly scale our cyber capabilities and gain access to much deeper, cross-disciplinary skillsets while doing so.”

Superior Credit Union had been working with Secureworks to monitor firewalls and prevent intrusions, but Grime wanted a more holistic, comprehensive security solution to improve threat detection and enable rapid response. The credit union’s board of directors recognized the need, too, and were supportive. “One of our board members asked, ‘what takes us to the next level?’” Grime said.

CASE STUDY

Solution

Secureworks introduced Grime to Taegis™ ManagedXDR, a managed detection and response (MDR) service that helps organizations scale their security operations and provides insights into the global threat landscape. Based on Taegis XDR extended threat detection and response software, ManagedXDR proactively protects customer environments with around-the-clock monitoring across endpoints, networks, and the cloud. ManagedXDR marries the AI-driven analytics of Taegis XDR with the expertise of Secureworks analysts, all from a company with 20+ years of experience in security operations, threat research, and incident response.

“If I wanted to start a security operations center,” said Grime, “I’d have to hire six to eight people, plus I’ll need another couple hundred grand to set up the center itself with the tools we’re going to need. With Secureworks, that’s not going to happen. Investing in ManagedXDR is more cost effective for us than building out an internal SOC, I gain immediate access to a deep bench of very skilled, cross-disciplinary cybersecurity team members, and I lower my overall risk profile. This is a great win for us.”

Grime shared this illustration of the impact of ManagedXDR. One of Superior Credit Union’s engineers ran a PowerShell script that reset an employee’s printer queue. Secureworks detected the activity and within 15 minutes, Grime’s phone rang. At the next board meeting, he shared this story with the board of directors, emphasizing the importance of around-the-clock vigilance across the credit union’s IT infrastructure. “I didn’t have to worry about it,” Grime said. “Imagine if that was a true infection. We would’ve been notified in 15 minutes, not six months.”

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Benefits

For Grime, the ease with which ManagedXDR helps Superior Credit Union extract value from their existing security investments is critical. "We use a third-party firewall," he said. "We have antivirus from a different company, but you guys make them work together for us, and you report back to us saying, 'here is what we are seeing.' You can have a violin playing, and it sounds great, but you put it in an orchestra, and it sounds that much better. If you can get all of it working together, you've got something."

Proactive threat hunting and communication with Secureworks through quarterly meetings with a Threat Engagement Manager also helps Superior Credit Union approach security proactively. "That's invaluable to me," Grime said. "To be able to report back to our board that we are actively looking for these issues, not just waiting for something bad to happen."

Another example of the value and benefit of ManagedXDR and the Secureworks partnership is the handful of Linux/Unix servers that Superior Credit Union has in its infrastructure. Grime said he does not have a Linux/Unix admin, so he turned to Secureworks to ensure the servers were protected. "I just asked my Secureworks team, can you look at these and dive into them a little deeper, see what is going on with them and if there's anything we need to focus on?" he said. "It's that's warm and fuzzy feeling after somebody else looks at it."

ManagedXDR delivers the security peace of mind Grime's organization needs as Superior Credit Union continues to grow. "It's that weight off your shoulders. When I'm asked what keeps me up at night, my answer now is anything but cyber threats, because Secureworks is monitoring our environment 24x7."

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About Secureworks

Secureworks® (NASDAQ: SCWX) is a global cybersecurity leader that protects customer progress with Secureworks® Taegis™, a cloud-native security analytics platform built on 20+ years of real-world threat intelligence and research, improving customers' ability to detect advanced threats, streamline and collaborate on investigations, and automate the right actions.



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