

Meriwest Credit Union Finds the Right Solution to Enhance Their Security Compliance Program

About Meriwest Credit Union

Meriwest Credit Union was originally chartered in 1961. Today, Meriwest delivers financial value to any individual and small business in the Greater Bay Area of California and Tucson, Arizona.

Assets
\$1.3 Billion

Website
www.meriwest.com

As one of the largest and most progressive credit unions in California, Meriwest Credit Union values the importance of maintaining a strong security posture.



So when it came time to overhaul their security compliance program, Meriwest turned to TraceSecurity for the right solutions to fill their immediate needs as well as adapt to their future requirements.

Before their engagement with TraceSecurity, Meriwest administered their security compliance program internally. Using common tools like ad-hoc software for penetration testing and a complex array of spreadsheets for controlling and tracking their security assessments, the IT professionals at Meriwest manually performed all the necessary processes. But as network security issues became more prominent, the credit union quickly identified the need for a more robust and reliable solution for managing their security compliance program.

“Almost overnight, security became the top priority at Meriwest,” explained Ernesto Segovia, AVP of Network Operations. “It was clear our existing internal resources simply weren’t adequate anymore, so we set out to find a third-party provider to help supplement our in-house efforts.”

Some of Meriwest’s senior management had recently attended a presentation about identity theft and social engineering featuring TraceSecurity’s CTO and Cofounder, Jim Stickley. The subject matter struck a nerve with Meriwest management and, when the decision was made to bring in a security compliance vendor, they immediately sought out Jim Stickley for a consultation.

During the initial conversations with TraceSecurity, Meriwest outlined specific goals they wanted to achieve within their security compliance program. Some of their top priorities were to obtain;

- **An efficient and comprehensive solution for managing all the facets of the program on a continuous basis**
- **A standard way to track vulnerabilities, the remediation methods and how those vulnerabilities could impact their assets**
- **An automated system for scanning internal & external networks, plus new devices added to the network**
- **A reliable system for assessing regulatory compliance**
- **A vendor relationship that would allow the credit union to leverage the expertise and experiences of the vendor to supplement internal resources**

“From the very beginning, we were confident that TraceSecurity had the solutions we needed to enhance our security posture.”

Ernesto Segovia
AVP of Network Operations

Ultimately, Meriwest found that TraceSecurity provided all the essential tools and expert guidance needed to help the credit union restructure their compliance program and streamline the entire process in a cost-effective manner.

TSCM 5.0 allows you to perform scans, generate reports, manage policies and even administer training through a single web-based interface!

TraceSecurity's core software solution, **Compliance Manager**, played a key role in Meriwest's decision to partner with the company. "The software provides easy access to all the tools needed to manage every aspect of the compliance program," explains Segovia. "Whether we need to perform scans, generate reports, manage policies or even conduct internal training, everything is accessible through one interface!"

TraceSecurity's Compliance Manager (TSCM) is a web-based portal designed to allow a client's executive management team to gain instant visibility from a centralized dashboard into areas within the organization that are most at risk. Behind the executive dashboard are a variety of tools clients can use to continuously assess the three core components of an information security program: People, Processes, and Technology. Specifically, the suite of tools within TSCM allows organizations to:

- **Develop, disseminate and track policies**
- **Conduct ongoing vulnerability testing**
- **Perform security awareness training for employees**
- **Evaluate their compliance against a host of regulators**

TSCM also interfaces with specialized modules designed to manage and streamline Risk Assessments and IT Security Audits.

Streamlined Implementation

One of the first services TraceSecurity conducted was a comprehensive security assessment. This process involves compiling resources and information about the organization – including a full list of information assets, existing vulnerabilities and current policies – in order to establish a baseline for the initial assessment. Although he expected this phase to be time consuming, Meriwest's IT team was surprised to see how streamlined the process actually was.

TSCM is designed to not only save time during the initial setup phase, but also streamlines the process of updating information prior to performing future assessments allowing client administrators to communicate the various attributes of their network that has changed or make it otherwise unique. In turn, the TraceSecurity Information Security Analysts can leverage this information to validate - or in some cases nullify - the risks attributed to certain vulnerabilities found during testing.

"Having the TraceSecurity analysts on-site was extremely helpful," says Segovia. "They walked us through each phase of the assessment and even showed us how to perform each test so we could recreate the process at will."

Segovia and his team quickly found that TraceSecurity's solutions enhanced their ability to monitor their internal and external networks, document the results, prioritize remediation efforts, and generate easy-to-read reports from a single interface.

The Value of Comprehensive Reports

After their initial engagement with TraceSecurity, NCUA examiners arrived at Meriwest for a scheduled audit. During the previous audit 2 years earlier, the examiners had targeted their efforts on the IT department, causing Ernesto and his team to track down volumes of security compliance documentation. But this time it was different... Ernesto was able to generate the appropriate documentation through TSCM and avoid any additional requests from the examiners.

He also uses TSCM to generate summary reports that include the credit union's current security posture and any other security compliance issues for use by the Board of Directors and Supervisory Committee.

A Better Way to Scan the Network

Not only does Meriwest Credit Union offer a robust variety of financial products and services for both consumers and businesses, the credit union has 16 locations in the Bay area. As a result, their virtual infrastructure is quite complex. Until recently, performing vulnerability scans on the various network segments proved to be a time-consuming and tricky process. Not only did the IT team have to run the scans in off-peak hours to avoid draining bandwidth, they had to physically move the scanners between the different network segments.

With the inclusion of Virtual Scanners in the 2009 release of TSCM 5.0, TraceSecurity was able to provide a practical solution to this particular issue: the new functionality allowed Meriwest to replace the physical scanners with software installed on each segment of the network.

"Finally, we can have an automated scanning solution that allows us to 'fire at will' without sucking up network resources or moving equipment from one segment of the network to another!"

Meriwest recognizes that TraceSecurity has helped significantly improve their security posture over the course of their partnership. "A huge benefit has been the ability to leverage the knowledge of the TraceSecurity analysts. If we encounter an issue or need remediation assistance, I'm confident that the experts at TraceSecurity are there to help."

ABOUT TRACESECURITY: TraceSecurity is a leading provider of on-demand security compliance software and services. The company's patent-pending enterprise solution, TraceSecurity Compliance Manager, helps customers satisfy national and international data security compliance requirements mandated by such regulations as GLBA by automating vulnerability testing, policy management, employee education and board-level reporting. For more information, call 877-275-3009 or visit www.tracesecurity.com.



TraceSecurity is CUNA's EXCLUSIVE provider of security compliance assessments.