

# FIRST SERVICE CREDIT UNION

Leveraging Managed Security for More Vigilant Support



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- Frank Halstead,  
chief information officer,  
First Service Credit Union

IT security has never been more critical for financial institutions. As systems become more complex—and cybercriminals more sophisticated—the ability to protect customer data and system integrity equates to one of two things: success or failure. Experiencing rapid growth, First Service Credit Union realized the need for additional support for its external security initiatives. The credit union turned to managed security services to strengthen its security posture and enhance its IT team’s effectiveness.



## Challenge

First Service Credit Union was experiencing rapid growth, and its CIO realized the need for additional support to safeguard the credit union’s overall IT security posture.



## Solution

The credit union decided to work with CSI for managed security services; CSI manages the credit union’s firewall infrastructure – which includes 24x7 threat monitoring and mitigation – and assists with log management.



## Result

The credit union receives skilled expertise, and views CSI’s security consultants as a vigilant extension of its IT team; the CIO equates the impact of CSI’s work to that of more than four FTEs at the cost of less than one.

### CALLING IN REINFORCEMENTS

With the credit union rapidly growing, Frank Halstead, chief information officer, found his team needing complementary support and expertise.

“Our administrators were focused on implementing systems and ensuring the stability of those systems,” Halstead says. “Our staff didn’t have time in their day to focus on high-level security matters, nor did they have the full expertise needed for these issues.”

So, the credit union turned to CSI for managed security services. CSI now manages First Service’s firewall infrastructure – which includes a primary and secondary firewall – provides 24X7 risk mitigation and monitoring, and assists with log management.



"Working with CSI gives us access to resources we couldn't achieve internally. CSI works with numerous financial institutions, so they have exposure to a wide range of risk profiles. They analyze, rate and mitigate these risks and then bring all that experience to our team."

### RECEIVING ROUND-THE-CLOCK PROTECTION

First Service's managed security services are delivered by the IT professionals working in CSI's HIVE, a state-of-the-art and fully redundant support center. Working night and day as an extension of Halstead's team, CSI security professionals carefully monitor the credit union's firewall infrastructure, providing proactive risk mitigation and remediation support.

"We know we can pick up the phone any time of day, whether something's going on or something new is happening on the network, and the HIVE is there to support us," Halstead says. "They are highly qualified, they respond quickly, and we have great documentation and workflow for the projects we undertake with CSI."

Halstead remains impressed by the expertise and responsiveness available through the HIVE. CSI's managed security professionals are trained extensively and available 24X7, which Halstead admits is impossible for him to accomplish with internal resources.

"One of the things that impresses me the most about CSI is that I don't have to call them. They take action on our behalf, so by the time I hear from them, the issue has already been resolved. CSI's staff is vigilant. They are there 24 hours and day, and they are always responding."

### CREATING A VALUABLE ALLIANCE

Halstead's IT team consists of nine full-time employees: himself, four programmers and four individuals responsible for network infrastructure and applications. But with the support of CSI's managed security services, his team is, in fact, much larger.

"From my perspective, I get a lot of bang for the buck," Halstead says. "Our cost for managed security is less than the equivalent of one full-time employee, but the productivity we get from the relationship is beyond that of one employee. I would have to hire up to four individuals with different disciplines to do the job that CSI does."

With CSI's emphasis on firewall management and risk mitigation that's associated with First Service's public-facing presence, Halstead's team has time to focus more on internal systems, patching and the overall reliability of the credit union's internal network.

"It's a nice fit," Halstead says. "My staff focuses on internal operations, and we keep an eye on external security, but we know CSI is taking care of it."



First Service Credit Union

Assets: \$512M

Customer Since: 2003



### ABOUT CSI MANAGED SERVICES

Experiencing the benefits of managed services in the cloud gives you many competitive advantages, so choose a partner with in-depth expertise, scalable solutions and trusted service. CSI provides not only relevant solutions that ensure your success, but also one-on-one account management to help you utilize them to their fullest potential.