



PowerTech Solutions Save Time and Money for Whidbey Island Bank

COMPANY OVERVIEW

Founded in 1960 as a community bank, Whidbey Island Bank has now grown to twenty branches serving over 85,000 individuals, families and businesses in Western Washington. With over 300 employees, the bank provides a full range of personal and business banking services, including online banking.

Challenge

Whidbey Island Bank recognizes that their customers expect privacy and security for their personal and financial affairs. The bank is committed to maintaining standards and procedures designed to protect against misuse of customer information. Whidbey Island Bank is also impacted by a variety of regulations including FDIC and State Banking Regulations, Sarbanes-Oxley, and the Payment Card Industry Data Security Standard. To ensure compliance with these regulations, their Information Technology (IT) operations are audited annually by at least three different groups: Federal Banking Examiners, and both Internal and External auditors.

“All the reports that had to be run for audits were an overwhelming task for any IT department. I was considering hiring a person to scour through the complex array of security reports that we needed for compliance purposes,” said Ron Campbell, VP Technology & Information Systems at Whidbey Island Bank.

In addition to the burden of compliance reporting, their system was susceptible to internal threats. Whidbey Island Bank hosts all of their banking solutions in-house, running Jack Henry software on the System i (AS/400). Object security settings are unchanged from the default, leaving the data on the system vulnerable to access across the network through FTP or ODBC data transfers. The bank is reluctant to change any object level authorities because it would impact the function of the application. Further complicating matters is the fact that seven people are required to have QSECOFR level of authority, including the night operator.

Prior to utilizing PowerTech products, the IT department had tried several other solutions but those proved to be unsuccessful at tackling their auditing and access control challenges. PowerTech products were ultimately chosen as solutions to these challenges because of the comprehensive scope of the product line, PowerTech's professional approach to implementation and their knowledgeable reputation in the industry.

QUICK FACTS

For Whidbey Island Bank, PowerTech's security products delivered:

- Substantial cost savings compared to hiring a full-time employee to generate and review audit reports
- Compliance with the PCI standard
- A smooth implementation with the help of an experienced professional services engineer
- Peace of mind that critical, sensitive data is secured and safe

“Before we implemented, an employee could have walked out of here with data without us knowing.”

Coy Krill, Systems Analyst for Whidbey Island Bank

Solution

Whidbey Island Bank chose PowerTech Compliance Monitor to meet their auditing needs and PowerTech Network Security to secure their System i from internal threats.

- Compliance Monitor - Customizable audit reporting; data consolidation across multiple systems into a single report; exceptions to existing security policy reporting; updated predefined reports to meet current regulations, including SOX and PCI.
- Network Security - Uses IBM exit point technology to protect AS/400 data from unwanted network access, securing critical information from theft, loss and fraud.

PowerTech software is key to meeting Whidbey Island Bank's regulatory compliance requirements. The penetration testing audit team was extremely impressed by the level of access control and reporting that they had from the System i after implementing Compliance Monitor.

Campbell was very pleased with the PowerTech service engineers and support, “Implementation was really smooth; the PowerTech services engineer was very knowledgeable and provided very good suggestions. After implementing the products, we haven't had to do any maintenance on them. As a manager, the fact that I can leave the software alone makes me very happy.”

Results

Key benefits that Whidbey Island Bank enjoys from the PowerTech solutions include:

- Customizable compliance reports - Compliance Monitor allows the IT staff at the bank to customize as many reports as needed. “The reports that I see are all very intuitive. The program is simple to use, and it is friendly.” Compliance Monitor allows auditors to find the information that they are looking for easily and efficiently.
- Huge return on investment - The PowerTech Compliance Suite provided considerable cost savings and eliminated the need to hire a new full-time employee. “The software has been paid for many times over in the first year,” says Campbell.
- More visibility - Network Security has allowed Whidbey Island Bank to lock down the system and prevent it from being penetrated from internal threats. “Before we implemented, an employee could have walked out of here with data without us knowing,” says Coy Krill, Systems Analyst for Whidbey Island Bank.

After their initial success with Compliance Monitor and Network Security, Whidbey Island Bank is now planning on also implementing another PowerTech product - PowerTech Authority Broker to help monitor and control the privileged users on their system.