

TraceSecurity Helps Complex Community Federal Credit Union Revolutionize Security Procedures

COMPLEX COMMUNITY FEDERAL CREDIT UNION PROFILE

Services

A community chartered credit union providing sound financial services for people in Odessa and throughout the Permian Basin in West Texas.

Assets

\$157 million

Website

www.comcfcu.com

Challenge

Complex Community FCU needed assistance in ensuring compliance.

Solutions

TraceSecurity Compliance Manager, Onsite Testing and Penetration Testing, Onsite Social Engineering and Security Training Program

With a mission to exceed members' expectations through superior services and financial soundness, Complex Community Federal Credit Union (CCFCU) offers a full range of products, from savings and checking accounts to home equity loans and IRAs. Like any financial institution, CCFCU must pay strict attention to security compliance regulations. However, according to CCFCU President and CEO, Jason Berridge, "Compliance just lost its place on the list. Before we knew it, we realized we needed to take action to ensure compliance."

Luckily, CCFCU had recently attended a trade show where TraceSecurity was an exhibitor. "We started investigating TraceSecurity, and the more we looked the more we found that they had a good reputation. Their name just kept coming up, always with glowing recommendations. Everything we heard about them was very positive."

As a result, CCFCU contracted with TraceSecurity for several services, including onsite testing and penetration testing. "We wanted them to audit our security procedures," states Berridge, "and tell us what we were doing right and what we needed to change."

"Once we talked to TraceSecurity and found out about all the other services they offer," says Berridge, "we decided to do a social engineering engagement." Social engineering involves TraceSecurity attempting to gain unauthorized access to restricted areas in order to obtain classified information. "That," exclaims Berridge, "was a real eye-opener!"

Bringing Awareness for Increased Security

For the CCFCU social engineering engagement, TraceSecurity attempted to gain access and obtain classified information by posing as an exterminator. "We were very shocked at how he was able to get access to our branches," remarks Berridge. "Not all our branches were accessible, but unfortunately, some of the security in our major facilities were lax and he was able to get access to things that somebody shouldn't get access to as an exterminator."



"It was a very valuable experience," he continues, "and it has allowed us to revolutionize our security procedures."

"The onsite testing was also very helpful. They found some holes in a program that we didn't realize were there."

Getting the Network as Secure as Possible

Beyond social engineering, TraceSecurity regularly performs onsite testing and penetration testing for CCFCU, including testing the organization's network structure.

"After testing our network structure, TraceSecurity made some recommendations on how we could secure our network," says Berridge. "We followed up with the reports they gave us and made the necessary changes to get the network as secure as possible."

Berridge points out that "the onsite testing was also very helpful. They found some holes in a program that we didn't realize were there."

CCFCU also takes advantage of TraceSecurity Compliance Manager, a patented suite of software products that goes beyond traditional security technologies such as firewalls and intrusion detection systems. By combining asset database information, policy monitoring, vulnerability information and compliance surveys, Compliance Manager ensures that CCFCU is meeting regulatory and compliance standards.

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Providing Industry Expertise

After utilizing TraceSecurity products and services, CCFCU has now decided to go one step further and engage the company for its security training program.

"We've done security training ourselves, but we want the expertise of someone in the industry. We don't have the knowledge base that TraceSecurity has and we want them to tell us what we can do better."

"We are very pleased with TraceSecurity. They are always very helpful and responsive every time we visit with them."

"TraceSecurity has already made us aware of so many issues," remarks Berridge. "They have the expertise to tell us what someone can do with a wireless access point or what someone can do with a virus – things that we didn't even know could happen."

"Overall", says Berridge, "we are very pleased with TraceSecurity. They are always very helpful and responsive every time we visit with them."



About TraceSecurity

TraceSecurity is a leading provider of security compliance and risk management solutions. The company helps organizations of all sizes to achieve, maintain and demonstrate security compliance while significantly improving their security posture. Key to TraceSecurity's success is the company's comprehensive patent-pending methodology that helps clients address all of the critical components of a successful security compliance program: people, process and technology.