

HawaiiUSA Gains a Wealth of Knowledge with TraceSecurity

HAWAIIUSA FCU PROFILE

Services

A not-for-profit federally insured financial cooperative owned and operated by its members serving individuals in the field of education including employees, retirees, students and their parents of Oahu schools except secondary schools in Honolulu.

Assets

\$908 million

Website

www.hawaiiusafcu.com

Challenge

To find an independent third party for security compliance management.

Solutions

TraceSecurity Compliance Manager, External Penetration Testing, Onsite & External Vulnerability Assessments, and Security Training

With well over 110,000 members, HawaiiUSA Federal Credit Union is well aware of the need for a comprehensive security management program. For many years, HawaiiUSA relied on a local vendor to address its security concerns. But when that vendor also became HawaiiUSA's firewall provider, it introduced a conflict of interest – and the need to find an independent third party for security compliance management, as mandated by federal law. That is when HawaiiUSA discovered TraceSecurity.

“TraceSecurity offers a significantly wider breadth of services than our previous vendor,” says Terron Oshiro, IT Manager at HawaiiUSA. “They have a wider focus on what they are testing for, so we get much more – and much better – information.”

As a result, HawaiiUSA entered into a 4-year contract with TraceSecurity for security training, annual on-site vulnerability assessments, annual external penetration tests and quarterly external vulnerability assessments. Included with the vulnerability assessments is 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 HawaiiUSA is meeting regulatory and compliance standards.

The Premiere Level

The first step in implementing HawaiiUSA's new security management program was to take advantage of the training offered by TraceSecurity experts – which was an eye opener for attendees. As IT Network Specialist Jason Ishihara recalls, “TraceSecurity really helped us elevate our security management program to the premiere level through the expert training for all our IT staff members.”



Ishihara continues, "The training for the IT department was a mix of our top security threats, forensics and best practices. TraceSecurity increased staff awareness on the methods and scams that allow unauthorized parties to gain access to confidential data. As a result of our work with TraceSecurity we are confident that we are using the top security and compliance resources and tools available in the financial industry."

On-site Insight

The security education of HawaiiUSA did not end with the training sessions. When TraceSecurity performs the on-site assessments, remarks Oshiro, "They give us insight into physical vulnerabilities in addition to system vulnerabilities. TraceSecurity makes us more aware of what we need to improve and they identify where we are doing a great job. They are always there to offer assistance and advice on how to handle issues."

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HawaiiUSA Federal Credit Union also takes advantage of having TraceSecurity Compliance Manager on its system, says Ishihara, "It provides expedient reports and helpful templates that enable us to execute vulnerability scanning. It is a great tool for keeping current and identifying our level of compliance to regulations, guidelines and best practices."

Ishihara plans to do even more with the product, explaining that "TraceSecurity had a webinar earlier this year explaining all the facets of Compliance Manager. We are looking forward to integrating the many facets of the program into our operations and practices."

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Awareness, Expertise and Attention to Detail

Overall, HawaiiUSA is finding that TraceSecurity is significantly improving the credit union's security posture with expertise that is otherwise unavailable.

"The biggest benefit of TraceSecurity is that they really break down what the vulnerabilities are and provide recommendations on how to remediate them," states Ishihara. "TraceSecurity improves the process of identifying existing vulnerabilities and which patches are missing from each of our devices, from PCs to servers."

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Oshiro concurs, indicating that "The advantages of TraceSecurity are the awareness they provide, their expertise and their attention to detail. They bring a wealth of knowledge and they are always there for us."



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.