

Connecticut River Bank, N.A.

Locking Down Workstations Eliminates Cyber-Security Threats and Streamlines Application Control in Critical Banking Environments



Just as New England's longest and most powerful river is the natural bridge that unites New Hampshire and Vermont for over half of its 410 mile journey from Canada to the Atlantic Ocean, so too the bank that carries its name serves communities on both sides of the Connecticut River Valley. Since 1864, the Connecticut River Bank, N. A. has steadfastly provided trusted personal financial services to individual and business customers.

More than a slogan; trusted personal service is a way of life for every employee of the Connecticut River Bank. For over 140 years, the term Community Bank has been the cornerstone of the respect, contribution and support given to the communities the bank serves.

"Our customers expect us to provide for all of their banking needs in a manner that consistently reinforces their confidence and trust in us. Our reputation is built upon a standard of excellence in providing not only the finest products and services but in providing an infrastructure that safeguards their transactions and personal information", said John Hoyt, SVP of Connecticut River Bank, N. A.

"It is essential that we consistently deliver absolutely secure and cost effective banking services, Savant technology has gone a long way to enhance our internal capabilities to deliver."

When faced with fortifying their information assurance efforts and upgrading their protection against cyber-security threats, Connecticut River Bank turned to Savant Protection and its advanced Savant Technology as an intelligent alternative to increasingly expensive and ineffective traditional solutions.

CHALLENGE:

The bank was faced with upgrading three problematic segments of its computing security infrastructure; viral intrusion protection as well as application control and its inventory management.

For years Connecticut River Bank relied upon a traditional anti-virus solution as part of its overall security suite. Over time the solution proved to negatively impact system wide performance during its constant updating of inoculation signatures. These occurrences presented an unacceptable obstacle to uninterrupted customer service and were an unacceptable impediment to the banks' 24 X 7 operations.

The bank was also dissatisfied with its' internal application control and inventory procedures as they had no enterprise-wide central management to block the download of unapproved applications and were utilizing a time consuming manual process when auditing application usage and license control. A centrally managed solution was needed to provide an end-to-end view and preemptively control application use; one that would lock out all but authorized applications and dramatically aide in maintaining regulatory audit compliance. The solution would have to be completely non-disruptive to the banks existing infrastructure and provide a calculable ROI.

"Savant is easy to install, maintain and support. It has given us back control of our desktop environment. We know what is running on all computers and can approve or deny any application with a couple clicks of the mouse," said Louise Dube, AVP of Technology at Connecticut River Bank. "Savant makes all other anti-virus and spyware detection products on the market today seem archaic. It gives us a comfort level we have never had before."



**Connecticut
River Bank**, N.A.

Service that earns your trust.

CHOOSING THE RIGHT SOLUTION:

With the multitude of solutions available in the marketplace but mindful of cost, the bank searched for a single solution that would provide bullet proof intrusion prevention, viral spread mitigation and allow for the control of what was running on their systems. Research led the team to Savant's preemptive malware elimination solution, a solution that proved to be cost effective as its passive approach to containment directly enhanced system performance and the products' management interface provided a complete view into the banks' inventory of application sets in use.

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In less than two weeks, all eleven branches were fully protected by Savant technology and centrally managed by the Savant Enterprise Management System. The bank took advantage of SEMS ability to provide a view into every application running on each workstation and remotely unauthorize unwanted or unapproved applications – Savant would not allow them to run.

TRUE PREEMPTIVE MALWARE ELIMINATION:

A self-learning end-system solution, Savant was systematically deployed on each workstation. Once the application set was learned and the unique cryptographic keys applied on each, the configuration of each system was hardened and locked down to any unauthorized change. Savant made the bank's computing systems impervious to the injection and spread of malicious applications, scripts or changes to its existing soft infrastructure providing true "zero day" protection. The Savant approach completely eliminates the need for inoculations, rules development, heuristics, scanning or persistent patching which resulted in a dramatic

as well as measurable savings in personnel time devoted to system maintenance. Savant's powerful battleship-level system hardening allows for fully privileged users to work without interruption.

"Savant has not posed any problems at all," remarked Dube. "Since deploying Savant there has been no downtime or intrusion of any kind. During deployment we were hit with an attack that crashed one system — one of the few systems not upgraded to Savant. That's as far as the intrusion went as the intrusion was eliminated on every other system."

COMPLETE ASSET CONTROL & INVENTORY MANAGEMENT:

As is the case with virtually every business environment, Connecticut River Bank faced the problem of eliminating not only external threats but the unintentional and potentially very real internal threat that exists from employee error. The errant download and use of unauthorized applications as well as the introduction of specific functional applications being "test driven" by various departments could inadvertently collide with the existing standard configurations or introduce malicious code that could take the infrastructure down.

"With Savant we found much more than a preemptive anti malware solution we have a systemic solution allowing for the control, management and use of all application programs across the enterprise and the ability to remotely configure and control the authorization of applications on each individual system," said Dube. "Once you know what is there, Savant allows us to remove authorization of unwanted applications, immediately removing the ability of unauthorized applications to run."

Through the use of the Savant Enterprise Management System, Dube and her team have the ability to view all of the applications running in the network and on each individual workstation automatically. The "SEMS" provides a full range of functions and features for the security manager, most of which are dedicated to optimizing the monitoring and configuration of client systems. Clients, once registered with the SEMS, are organized into groups. These groupings can be defined based upon any specification desired, system

increase in system wide performance usage (file servers, web servers, production control systems, etc), geography (facility, state, country, etc), or functionality (accounting, engineering, management, etc). The SEMS does not limit the size, scope or type of the groupings as they are configured by each company to help organize the management of thousands of their systems and to provide a basis for additional functionality (alerting, reporting, configuration, etc).

"What was a laborious manual process for our internal security checks and annual audits, Savant now maintains in an automatic and ongoing process, dramatically reducing administrative time and expense," reported Dube. "By utilizing the management systems remote control function, coupled with the ability to authorize/unauthorize all applications running on a system, we have complete control of our workstations without interfering with or interrupting our employees work."

RESULTS:

By deploying Savant on its enterprise the Connecticut River Bank has reduced its software solution costs, maintenance costs as well as the expense related to system downtime and the time necessary to restore corrupted systems. The utilization of the Savant Enterprise Management System has provided the bank with a fully managed infrastructure where the health of every facet of the enterprise is monitored, controlled and protected.

"The critical reason for our choosing Savant was its ability to preemptively eliminate malicious intrusion attempts, which it has done beautifully. We have had no viral intrusions and no down time," stated Dube. "An added benefit and one that is proving to be a very welcome benefit is the aggressive application control over what is running on our systems and the ability of controlling what is downloaded onto our systems. The Savant lock down capability negates the ability of users to download any unauthorized application – giving us greater security from the injection of malicious code through seemingly harmless downloads." Savant has returned control of our systems to us – control essential in providing our customers with trusted personal service."



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