

Lake Michigan Credit Union

“The rollout was awesome. We had a five day window of time to set up the systems and we were able to do it in three days plus a half day of training.”

Chase Busscher
IT Supervisor, LMCU



Industry

Financial Services

Country

United States

Issue

Unifying security solutions

Product

Forcepoint Web Security,
Forcepoint Email Security,
Forcepoint DLP



► Overview

Founded in 1933, Lake Michigan Credit Union (LMCU) is one of the largest financial institutions headquartered in Michigan and the second largest credit union in the state. LMCU employs over 900 professionals and has over 300,000 members, 36 branch locations, and nearly 100 ATMs in West Michigan, East Michigan and Kalamazoo. With \$3.7 billion in assets, LMCU has an outstanding 99.53% membership renewal rate.

► Challenge

Preserving the reputation of keeping customer financial information secure ► Every day, financial institutions put their reputation on the line and are only one incident of data loss or theft away from causing irreparable harm to customers and its viability as a business. Performance and productivity continue to be at risk as well as the battle to defend critical data against external attacks and insider threats.

Aaron Christenson is responsible for managing LMCU’s security solutions while Chase Busscher is the IT Supervisor. He manages the infrastructure team which includes server administrators, the help desk and network crew. They are painfully aware that financial institutions are one of the biggest targets for phishing and other primary and secondary malware attacks.

Users spending too much time managing the solution ► According to Chase and Aaron, LMCU’s previous security solution did not offer unified visibility amongst the products and was lacking in actionable guidance for the IT department. It was for the company to acquire a security solution that maximized IT security effectiveness. LMCU needed unified security across email and web that provided the visibility and control needed to manage risks and demonstrate IT security effectiveness against Advanced Threats.



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The original thought process for moving to Forcepoint was its functionality as an all-inclusive product which we really liked. The other products we evaluated had disjointed web and email pieces. Forcepoint's solution was one modular unit — web, email, data—all in one.”

AARON CHRISTENSON

Sr SQL Database Administrator /
Windows Server Administrator, LMCU

We are really happy with the product. I think it works exactly as we need it to work.”

CHASE BUSSCHER

IT Supervisor, LMCU

By doing this, they would ensure that LMCU would be following proper Data Theft Prevention measures.

► Solution

Unifying advance protection across all points of vulnerability ► LMCU recognized that prior security needed to be enhanced. After evaluating several data security solutions on the market, Aaron and Chase decided to install Forcepoint security.

Investing in the human point of data security ► The IT team at LMCU also understands that the first step towards a successful, long-term security solution is not just about the technology. Creating user awareness and providing guidance on recognizing potential malicious websites/emails is also important— the human element is a major factor in achieving and maintaining successful data security. Forcepoint invested time with LMCU in order to provide users the proper introduction and guidance to the new data security solution.

“Forcepoint spent time with our team and gave us the ‘ins and outs’ of the entire product. They were able to show us how we could take our web and email filtering from what we had and make it even better.”

— Busscher

► Results

Since deployment, Aaron and Chase have been able to manage their time more efficiently because of what Forcepoint has provided them.

“Compared to the products we have had before, we are getting fewer calls and emails about inappropriate user activity, spam, phishing attempts and websites that should or should not be blocked. We are getting fewer calls that require us to maintain the system. It is proactive and it is much better than our previous product.”

— Christenson

Educating users to prevent risky behavior ► Forcepoint's unified security also enables LMCU's IT team to change employee habits to reduce risky behavior. It stops users from unknowingly downloading harmful malware through the web and email channels. More importantly, LMCU users are now informed enough to make appropriate web and email decisions on their own. Additionally, Aaron and Chase commend Forcepoint for the overall IT help center, providing reliable support in a time effective manner.

“Forcepoint support has been great for us. We open a case on the web portal and we get a response in two hours or less. We usually have a resolution that day.”

— Christenson

Unified, efficient security for long term success ► Forcepoint was able to provide LMCU with web, email, and data security solutions that drastically improved the security level and the IT team's overall effectiveness and efficiency. LMCU needed a unified, proactive and efficient system and Forcepoint security solutions satisfied all of these needs.