



LAKE TRUST CREDIT UNION

Business: With more than 91,000 members and 14 locations, Lake Trust offers a full range of financial products, services, and resources to the Michigan community.

Number of Employees: 280

Number of Mobile Users: 40

Perimeter E-Security Solutions:
Intrusion Defense

Benefits of Perimeter:

- Immediate, dedicated support during a system outage.
- 24/7 network security support at a lower cost than adding in-house staff.
- Real-time monitoring via the Perimeter portal, and faster management and compliance reporting.
- Knowledge from certified security professionals paired with high-end service.

LAKE TRUST CREDIT UNION: LAKE TRUST CREDIT UNION FINDS “ABOVE AND BEYOND” PARTNER IN PERIMETER E-SECURITY

In mid-Michigan, Lake Trust Credit Union serves more than 91,000 members across 14 locations. At the not-for-profit financial cooperative, the members themselves own the \$842 million financial institution.

MaryAnne MacIntosh oversees technology security at the growing credit union, a job that requires her and her team to stay up on constant changes in their environment and the industry. “As we grow, we need technology to do more. We’re constantly looking at different alternatives,” she said.

The Lake Trust security team needs tools for real-time firewall monitoring, as well as the ability to create reports easily for monthly management reporting and regular compliance audits.

24X7 SUPPORT FROM CERTIFIED PROFESSIONALS

To ensure comprehensive, around-the-clock network security, MacIntosh reinforces her team with an outside provider. MacIntosh sleeps better at night knowing that an extended team of security professionals supports the credit union.

When researching the market, Perimeter E-Security stood out specifically for its level of customer service.

“In my review of different vendors, I talked to other Perimeter E-Security customers,” she said. “They gave me a sense that Perimeter has really good customer service.”

The knowledge of Perimeter’s security professionals further reinforced her decision. “There’s a big learning curve in security that you have to keep up with,” she said. “I look for certified people and Perimeter professionals are certified.”

Perimeter E-Security’s Security Operations Center provides 24x7 network monitoring and reporting for Lake Trust. “I know we’re protected no matter what time of day it is,” MacIntosh said.

A DEDICATED, RAPID RESPONSE TEAM

When MacIntosh arrived on a Monday morning for planned testing, those plans were threatened by a system outage. Her first action: call Perimeter.

Perimeter’s rapid response and knowledge enabled Lake Trust to correct the situation as quickly as possible. Perimeter immediately shipped a new system that arrived the same day. Then, a team of three security professionals provided continuous phone support until it was up and running, including configuration.

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C W S D Case Study



“My job is to make sure that we have the services and devices to support our members. In a time we actually needed support, Perimeter was there. Perimeter went above and beyond the call of duty. That is true customer service.”

- MaryAnne M

*CISSP, IT Security Administrator
Lake Trust Credit Union*

Perimeter professionals also remained calm through the process, in turn keeping the Lake Trust team calm and focused. One of the Perimeter professionals stayed late and then called MacIntosh to check in after he went home.

“My job is to make sure that we have the services and devices to support our members,” MacIntosh said. “In a time we actually needed support, Perimeter was there. Perimeter went above and beyond the call of duty. That is true customer service.”

With the new system in place, the testing went off successfully. Moreover, Lake Trust management was impressed. “They made me look good, and that’s what I like in a business partner,” she added.

REAL-TIME MONITORING

On a periodic basis, the Lake Trust team monitors real-time reports with Perimeter E-Security’s ViewPoint service, the industry’s first Correlative Security Engine with built-in Compliance Profiler. With it, Lake Trust can address threats as they arise and complete compliance reporting more easily.

MacIntosh prepares monthly reports for management, and can do so from anywhere - at home or from any of the branches. She saves a couple of hours each month with portal reporting, compared to previous applications.

Additionally, ViewPoint provides built-in change management tracking, allowing Lake Trust to provide a detailed record to auditors.

LOWER COSTS, LESS RISK

Outsourcing makes sense for Lake Trust - in terms of costs and a level of protection the credit union can’t put a price on. MacIntosh’s costs are lower than if she added more staff, and she has more time for other responsibilities.

“We would need more staff without Perimeter E-Security,” MacIntosh said.

Above all, MacIntosh values the service she receives when it matters most.

“I have high standards, and Perimeter always meets or exceeds my standards,” she said. “What you see in the brochures, web site and surveys is true, and I want people to know that.”

ABOUT PERIMETER E-SECURITY

Perimeter is the trusted market leader of information security services that delivers enterprise-class protection and compliance. Through its cost-effective and scalable SaaS platform, Perimeter offers the most comprehensive compliance, security and messaging services that include: hosted email, encrypted email, firewall management and monitoring, vulnerability scanning, host intrusion and prevention, email antivirus and spam, remote data backup and email archiving. For more information about Perimeter visit www.perimeterusa.com.

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