



*“They’re our watchdog on the network.”*

*- Jim E*

*Manager of Network Operations  
West Suburban Bank*

## WEST SUBURBAN BANK

**Business:** With more than \$1 Billion in managed assets and 35 locations, West Suburban Bank offers a full range of financial products to the Illinois communities and offers a level of service and responsiveness that the mega-banks can't attain.

**Number of Employees:** 600

**Assets:** \$2 Billion

### Perimeter E-Security Solutions:

- IDS/IPS
- Quarterly Service Review
- Firewall
- Anti-Virus
- Spam Filtering
- Email Encryption
- Vulnerability Scanning

### Benefits of Perimeter:

- The bank saves salaries, benefits and training costs for at least three headcount.
- Perimeter provides human monitoring even in the middle of the night.
- IDS/IPS delivers the highest level of security available.
- The bank also keeps costs down by not having to add software and hardware, or train staff on new technologies and threats.

## West Suburban Bank Case Study: INCREASES SECURITY PROFILE WHILE REDUCING COSTS

### SMALL BANK FEEL, BIG BANK SECURITY

West Suburban Bank works hard to set itself apart from today's big banks. The Illinois-based institution, with 35 locations, focuses on personal service and local decision-making for its personal and business customers.

But when it comes to network security, the community bank strives for the best practices of some of the world's largest institutions. West Suburban stays ahead of the curve regarding protecting customers' assets.

Previously, the bank managed its network entirely with its in-house IT staff. However, the team was taxed with trying to monitor around the clock.

“Somebody would get a call or text in the middle of the night and have to respond,” said Jim Evans, manager of network operations at West Suburban Bank. “We would need to add at least three to four staff members to cover the shift of 24 x 7 monitoring so it made sense to have an outside vendor do it.”

### PERIMETER E-SECURITY: DEEP BANK EXPERIENCE

Exploring the market, West Suburban chose Perimeter E-Security for enterprise-class security services. The provider stood out for its technology, managed security in the cloud, as well as the company's reputation.

“Perimeter seemed to be very highly regarded and geared toward working with financial institutions,” Evans said. “They have expertise with organizations of our size and needs in the banking industry.”

Specifically, Perimeter provides the high level of security critical to the industry and the reporting tools that banks need to demonstrate compliance in internal and external audits. Perimeter's comprehensive security for West Suburban includes Gateway Defender, allowing the bank to plug directly into Perimeter for firewall services, as well as Gateway AV for anti-virus protection.

Ongoing vulnerability scanning, compared to annual or quarterly assessments, ensures that the network remains protected despite any changes that occur. With Perimeter, all scans are in one location for easy access to internal or PCI reporting.

For email, Perimeter additionally provides spam filtering and encrypted email, a solution critical to regulatory compliance that reduces the risk of liability.

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*“With Perimeter, it’s an actual human being watching. If something doesn’t look right, but may not have tripped an alarm yet, they’re our watchdog on the network to make sure we don’t suffer any serious damage by malicious users.”*

**- Jim E**

Manager of Network Operations  
West Suburban Bank

### TIGHTER SECURITY WITH IDS/IPS

By partnering with Perimeter, West Suburban stays well-apprised of new developments in network security and keeps costs down by not having to bring additional tools in house or train staff on new technologies or threats.

“When there’s something new in the security realm that comes out, it’s nice to be able to turn to a vendor to provide more insight,” Evans said. “9 times out of 10 they already have something in place and they add your organization into that existing infrastructure.”

More recently, the bank added the 24/7/365-monitored Intrusion Detection (IDS) and Intrusion Protection (IPS) services with Perimeter. These solutions bring Perimeter’s security experts to West Suburban Bank’s IT staff around the clock. Traffic is inspected and when suspicious activity is detected a full investigation is completed and results are communicated.

The technology differs from traditional signature matching services, where the software looks for and combats threats it already knows. Teams typically have to develop, deploy and maintain those signatures to protect from the latest attacks.

However, IDS/IPS looks for behavior that deviates from the norm, allowing it to cover a wider range of possible threats. The technology works so comprehensively by building a large profile of attack patterns across multiple environments. West Suburban then benefits from knowledge of activity in all environments Perimeter services.

Perimeter monitors traffic for a large, diverse client base and West Suburban benefits with early detection of global patterns and increased knowledge of malicious activity circulating in the wild. Because Perimeter hosts this service, West Suburban Bank did not need to add to its own infrastructure.

“If we had brought IDS/IPS in house, we would need an intrusion prevention monitoring service, would have to deploy and monitor agents, and continuously investigate suspicious activity,” Evans said. “Perimeter already had that setup and was able to bring that service to us almost seamlessly.”

Likewise, Perimeter’s email encryption service provided a more cost-effective option than the bank could setup in its own environment. The bank bypassed the need for new hardware, and didn’t increase risk by opening up another hole in its firewall.

“Email encryption has worked out really well for us,” Evans said. “We don’t need staff versed in writing regular expressions to filter email. Perimeter already has templates it can apply for sensitive information.”

### “WATCHDOG ON THE NETWORK”

One event in particular showed just how valuable Perimeter’s oversight can be. When the bank implemented a new WAN infrastructure, it opened a segment of the network for testing. As the team juggled multiple branches and installed a new phone system, they left the network connection open longer than necessary.

Perimeter noticed the opening and quickly alerted the bank, enabling the team to shut it down faster than it otherwise would. That’s the kind of monitoring and peace of mind that Evans would only have with more headcount.

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“With Perimeter, it’s an actual human being watching,” he said. “If something doesn’t look right, but may not have tripped an alarm yet, they’re our watchdog on the network to make sure we don’t suffer any serious damage by malicious users.”

Even when the issue is on the West Suburban side of the network, Evans finds Perimeter responsive and willing to help troubleshoot configurations to pinpoint the problem.

### **SIMPLE TREND ANALYSIS**

West Suburban accesses reporting through a unified, single Perimeter portal. With trend analysis, the team can see activity on a daily basis and notice any abnormal traffic patterns.

“Reporting gives us the type of intelligence we need to increase security around our infrastructure,” Evans said.

When preparing for audits, the same portal provides more detailed historical reporting over a given timeframe. Such readily available information reduces by days the time to prepare for audits, and shows auditors exactly what they need.

### **REDUCING HEADCOUNT**

Evans also estimates that the Perimeter relationship gives the bank a level of monitoring that would require at least three additional headcount.

“That’s three employees we don’t have to pay salary and benefits to, that don’t go on vacation, that don’t need training, that don’t need management oversight. With Perimeter E-Security’s service, a lot doesn’t need to happen,” Evans said.

### **ABOUT PERIMETER E-SECURITY**

Perimeter E-Security 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 and security solutions that include: end-to-end secure messaging solutions, managed security services, vulnerability management and security consulting services.