

Atlanta Postal Credit Union Increases Security, User Productivity and Customer Satisfaction With Light Point Web



Security Challenges

- Protecting confidential data and \$2B in assets
- Connecting to the Internet without risk
- Enforcing security policies without reducing productivity
- Eliminating tension between end users and IT
- Protecting against malicious downloads

Solution

The Light Point Web Full Isolation Platform™ protects APCU and its customers' data from web-based cyber attacks. Balancing users' needs with security's concerns, Light Point Web increases employee productivity while elevating APCU's security posture.

Key Benefits

- Confidence knowing assets and member data are protected against web-based attacks
- Significant decrease in virus alerts
- Increased user productivity
- Increased customer satisfaction
- Enhanced Data Loss Protection
- Intuitive monitoring and reporting
- Increased IT productivity
- Improved integrity of networks

The Company: Atlanta Postal Credit Union

Established in 1925, Atlanta Postal Credit Union (APCU) is Georgia's oldest credit union and serves over 113,000 members across the country. Managing over \$2B in assets, APCU offers a full complement of financial products and services designed to help hardworking members save money and prosper.

The Challenges

Data-Rich Credit Unions are Prime Targets for Hackers

Credit unions and other financial services organizations are known targets for hackers and cybercriminals looking to steal or gain access to personal data and money. In fact, in 2017 nearly 9 percent of the 1,579 data breaches targeted financial sector companies^[1] such as credit unions, banks, investment firms and credit card companies. Ask any CEO, CISO, or CIO in the financial sector what their biggest fears are, and almost undoubtedly data breaches will be at the top of the list.

Strict Security Policies Create Tension between IT and End Users

Safeguarding against data breaches is a top priority for the Atlanta Postal Credit Union's IT team that supports 250 geographically dispersed employees, 400+ workstations, and a member base spread throughout the country. According to Scott McCall, APCU's CIO, "finding the right mix of security policies and technologies is a constant battle. One of our main concerns was ensuring end users can access emails, sites and documents without being compromised."

Atlanta Postal Credit Union's tight stance on security often created tension between the IT team and employees who felt strict security policies restrained them from doing their job efficiently. Conflict would arise with workers requesting IT remove restraints that impacted their productivity. There was constant tension with employees who were frustrated by the restrictions imposed by the IT team.

Not All Browser Isolation Solutions are Created Equal

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Scott McCall
CIO
Atlanta Postal Credit Union

In 2015, when McCall was introduced to the notion of isolated browsing as means to combat data breaches he embraced the concept and was surprised isolated browsing was not part of every company’s security strategy. The idea of protecting corporate assets and data from breaches by executing web content on a remote virtual machine seemed brilliant.

APCU actually purchased a different isolated browsing product prior to Light Point Web. However, it had many shortcomings and created new tensions between end users and the IT team. The product’s licensing model limited the number of concurrent users – often preventing users from accessing any websites, and impacting productivity. To access a web page from their email, users often had to manually enter lengthy URLs into the isolated browser – a time consuming and error prone process. When users were at home, they could opt out of using the product – creating potential exposure. And, reporting capabilities were lacking.

Light Point Web: Isolated Browsing Without Constraints

Convinced of the merits of isolated browsing, McCall evaluated the Light Point Web Full Isolation Platform and quickly learned that not all isolated browsers are equal. Providing broad coverage and great flexibility, and a seamless user experience, Light Point Web was easy to deploy, does not impose session limits or restrict users, and empowers users to do their jobs more efficiently and more securely. It also provides advanced anti-virus protection for file downloads, flexible configuration options, management reporting, and extended Data Loss Prevention (DLP) capabilities. According to McCall, “Light Point Web was a pleasant change. It transformed our culture and how we think about accessing the Internet. We no longer spend time thinking about what we will allow and won’t allow. Users can now access anything – without risk. There is no longer a debate or tension between our end users and the security team. Light Point Web provides a win/win for all.”

Business Benefits

Increased Organizational Productivity

Since deploying Light Point Web, APCU has significantly increased employee productivity throughout the organization. By removing obstacles, Light Point Web allows every employee – across all departments – to seamlessly and safely access websites and safely download files. Using Light Point Web, the IT department has changed from saying ‘no, you can’t do that’ to saying, ‘you can do anything you want.’ Light Point Web’s powerful technology removes the concern that

users will click the wrong link, download the wrong file, or upload sensitive files to their personal webmail.

The IT staff is one of the biggest benefactors of Light Point Web. They no longer need to enforce policies that knowingly hamper user productivity. **Light Point Web also eliminates roughly 25 daily requests from users needing IT staff's assistance to unblock websites** since with Light Point Web any website can be viewed safely – even malicious ones. And, **the number of virus alerts has reduced dramatically**, leaving APCU feeling safer and saving the company from having to dispatch staff to various branches to replace or patch systems. Additionally, due to Light Point Web's download protections, the IT team can download once risky files such as executables and drivers.

Light Point Web is seamless and requires no change in user behavior. APCU's previous browser isolation product did not provide a seamless experience, and required the user to launch a separate application when they wanted to browse. "Light Point Web is so seamless. A simple click on a link or document and it is automatically rendered in Light Point Web. With Light Point Web, the IT department is more efficient and end users get what they need faster."

Enhanced Customer Satisfaction

Light Point Web allows APCU to streamline how customer data is accessed – making it easier for customers to do business with them. Prior to Light Point Web, customer service reps routinely had to inform members that the pertinent documents they sent could not be accessed. This was how APCU protected against breaches. Now, documents can be freely shared, including files from Dropbox and other file sharing websites. By removing document downloading obstacles, APCU can process more business faster. "I am hearing stories from happy end users. We can track what is being downloaded. We can see success. It is visible," says McCall.

Data Loss Prevention

According to McCall, "In addition to reducing virus alerts, Light Point Web also enhances our Data Loss Prevention strategy." APCU configured Light Point Web to prevent employees from being able to copy and paste content into their browser or upload documents to the web. This ensures no data is exfiltrated – a factor greatly contributing to APCU's Data Loss Prevention strategy. "In the past, we were concerned that an end user could easily paste thousands of account numbers into their personal email. Now, we leverage Light Point Web's robust policies to prevent that from happening."

"Our partnership with Light Point Security has been a great investment. Light Point Web provides us greater value than we ever anticipated. It helps us solve a wide range of security issues and is a core component of our security strategy."

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CIO

Atlanta Postal Credit Union

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Cloud-Delivered Advantages

As a cloud-delivered solution, Light Point Web provides APCU many benefits including the freedom to scale and eliminates bandwidth congestion. Branch offices no longer rely upon bandwidth from a central location. “Leveraging cloud resources, performance is great, and our users never notice any delay while browsing,” said McCall.

Light Point Web also allows APCU to ensure laptops are protected whether the user is at home or in the office. Always on, Light Point Web provides continuous protection against potential malware, whether the laptop is being used for personal or business purposes. This was not possible before.

Ease of Deployment

“Light Point Web was very easy to deploy,” said McCall. “They really thought through the deployment. We deployed it centrally to the entire organization in minutes using standard system administration utilities.” Light Point Web doesn’t require installing custom certificates or modifying the system proxy settings, which can introduce problems with non-browser applications installed on the system.

Intuitive Reporting Capabilities

Unlike the previous isolated browsing tool used, Light Point Web provides extensive reporting capabilities. Managers can see what end users are doing – what sites they visited and for how long, as well as documents they downloaded. Now, if a file download is blocked, an email alert is sent.

As an added bonus, Light Point Web’s reporting tool is very intuitive and easy for non-technical managers. Prior to Light Point Web, when management wanted a productivity report, the IT department had to create it, because the information was too complex. Now, management can log into Light Point Web and view productivity reports without consuming IT staff resources – adding to the organizational productivity gains achieved with Light Point Web. Additionally, knowing that the boss is seeing what they are doing often causes users to be more conscientious of their web activity.

Multi-Layered Download Protections for Greater Security

Light Point Web’s integration with OPSWAT’s Metadefender platform provides APCU an extra layer of security by assuring that every file downloaded is safe. Leveraging the Metadefender data sanitization and multi-scanning technologies, all files downloaded through Light Point Web are scanned with 40+ anti-virus engines and/or sanitized with 100+ data sanitization engines before the user’s local workstation receives them.

“Allowing people to interact with the Internet safely is huge for us. Browser isolation should be a part of every financial institution’s security arsenal.”

Scott McCall
CIO
Atlanta Postal Credit Union

About Light Point Security

Light Point Security was founded by former NSA cyber security experts with decades of experience in national security. The award-winning company pioneered the concept of using a remote browser to protect organizations from web-based malware, and is the leading provider of browser isolation solutions.

The Light Point Web Full Isolation Platform also provides data loss prevention capabilities and data analytics into user behavior. Customers include Fortune 500 companies, financial institutions, healthcare organizations, and the federal government, among others.

Prior to Light Point Web, APCU had a very strict download policy that blocked all file downloads, and when end users wanted to download a file they had to call the IT department to clear documents for downloading. This was a tedious process that required IT to look at the file, assess file safety, download the file and run it through APCU’S local anti-virus product. “Now users can download documents knowing they are safe. In fact, we have even gone as far as letting the IT department download risky file types – such as executables,” said McCall.

Light Point Web: Automatic Coverage, Automatic Peace of Mind

By keeping all web content isolated in a remote virtual machine, the Light Point Web Full Isolation Platform ensures no malicious content ever reaches APCU systems, which has resulted in a significant decrease in the number of virus alerts.

“Our partnership with Light Point Security has been a great investment. Light Point Web provides us greater value than we ever anticipated. It helps us solve a wide range of security issues and is a core component of our security strategy. In addition to having a superior product, the entire team at Light Point Security is committed to our success. They listen to customers and are always open to our ideas. We feel like we are part of their team,” said McCall.

“Light Point Web was the relief valve we needed to reduce tension between end users and the security team. End users are now able to safely access the web and download documents so they can do their job. We no longer need to enforce onerous constraints out of fear.”

Scott McCall
CIO
Atlanta Postal Credit Union

[1] <https://www.idtheftcenter.org/images/breach/2017Breaches/2017AnnualDataBreachYearEndReview.pdf>