

Pay Now or Pay Later: Obtaining ROI from Security Solutions

There are many situations when eyes in the back of your head would come in handy: parenting, driving a vehicle, walking down a dark alley at midnight, and connecting your credit union to the Internet.

The reality is that online threats continue to multiply to come at credit unions from every direction. Consider these facts:

- Malicious code attacks that expose confidential information increased 54% in the first six months of 2005, according to reports from security firm Symantec.
- More than 35 million phishing attacks were launched in the first six months of 2005 to steal critical data and personal information for financial gain, according to the IBM Global Business Security Index.
- Online crooks are increasingly targeting smaller financial institutions in an attempt to single out those who they believe are more likely to be unwary or uninformed.

Internet security services for credit unions should effectively give you "eyes in the back of your head" to guard against these security threats 24 hours a day, 365 days a year. This vigilance must be combined with a dedication to monitoring emerging threats, developing effective security solutions, and sharing information. That combination is the best way to get your money's worth from online security.

Cavion Plus serves more than 1,000 credit union clients, which allows us to invest in the systems and staff required to provide in-depth security solutions. We maintain a 365x7x24 world-class data center staffed by highly trained security professionals. Different telecom providers are used to supply huge amounts of bandwidth to deliver reliability and redundancy, which means we can continually maintain connections between our credit unions and the Internet.

Secure Internet Service Provider (ISP) services offer an invaluable first line of defense by blocking or filtering viruses, spam, Trojan horses, keyloggers, and other cybercrooks. ISP protections include managed firewalls, gateway anti-virus scanning, inbound and outbound content filtering, and spam filtering. Intrusion detection and prevention systems reinforce firewalls by creating a layered approach to Internet security. Remote vulnerability assessments, penetration testing and full-scale risk assessments verify that protections are in place.



Credit unions that settle for security services that fail to meet these standards may risk more than temporary disruption of services or even financial losses. They are literally risking their member relationship. An Internet security study conducted by Ipsos Reid in 2005 shows that one of every five consumers, or 21 percent, would close all accounts and shift their business to another financial institution if a security breach compromised their personal information. Another 7 percent would close at least some accounts.

Obtaining expert security services delivers ROI by protecting your member relationship and adding depth to your Internet security. While you're unlikely to get "eyes in the back of your head" in the offline world any time soon, you can get the online help you need to ensure that someone is always on the lookout to protect your Internet connections.



Jeff Marshall is Chief Technology Officer at Cavion Plus, a Harland Company. Mr. Marshall is a 1990 graduate of Colorado State University. Widely recognized in the software industry for his accomplishments, knowledge and vision, Jeff was a very early advocate of the Java programming language and "thin client" technology. Because of Jeff's foresight and understanding of cutting-edge software development methodology, Cavion Plus today enjoys a product line that is, at the same time, flexible with regard to configuration and infinitely scalable to accommodate very high levels of transactions. Cavion Plus offers many security solutions to their credit union partners across America.