

TraceSecurity Finds HealthCare Associates Credit Union a Remedy for Network Security

HEALTHCARE ASSOCIATES CREDIT UNION PROFILE

Services

A full-service, not-for-profit financial institution servicing DuPage county and the Oak Lawn area in Illinois.

Assets

\$180 million

Website

www.hacu.org

Challenge

To protect member data and comply with industry security regulations.

Solutions

TraceSecurity Compliance Manager

With \$180 million in assets and approximately 35,500 members, HealthCare Associates Credit Union (HACU) is acutely aware of the need to protect member data and comply with industry security regulations. Until 2005, the Naperville, Illinois-based organization relied on a business partner of its core processing firm to perform periodic network scans. "That decision," says Brian Bultman, HACU's Vice President of Information Services, "was made before I arrived at HealthCare Associates."

In mid 2005, Bultman recalls, TraceSecurity approached his Information Services Manager. Soon after that, Bultman and his staff looked at some online demos of the TraceSecurity Compliance suite of products. What struck Bultman was the fact that "TraceSecurity gives you the keys to the candy store. They don't just give you periodic scans, they give you a system so you can run your own scans at your own leisure, in between the scheduled analyses that they perform – that's big."

"The other major driver in choosing TraceSecurity," continues Bultman, "was the whole area of compliance – the fact that TraceSecurity has software that provides questions that, when answered by the credit union, reveal where you stand on compliance. Before, we were just doing periodic scans; that's a commodity in this business. We didn't even know if we were compliant."

The software to which Bultman is referring is TraceSecurity Compliance Manager, a patented suite of products that combines asset database information, policy monitoring, vulnerability information, and compliance surveys to help ensure an organization's compliance with regulatory standards. "TraceSecurity's services were much more comprehensive than the other company," he says.

Exceeding Expectations

Because HACU was still under contract with its previous vendor, they had to wait a few months to engage TraceSecurity. Once they did, says Bultman, "I signed a one-year contract to see if they could live up to our expectations. They actually exceeded our expectations, so when the renewal came up, we signed a 4-year contract with them."

Describing how TraceSecurity exceeded HACU's expectations, Bultman points to "their software and their staffing; they are very responsive to our requests and questions. And they don't just have one person working with you; they have a team approach. They'll have a systems engineer, a customer service person, sales staff, a compliance expert and somebody else who specializes in on-site assessment. We are very intrigued by the comprehensiveness of their services."



Bultman goes on to remark that “The whole area of compliance is a moving target. I might be compliant today, but let’s say I stop a service; I like to know where I stand by having the software which allows me to make changes, versus having a company do a spot check and each time I’m starting over. To have this software tool for compliance that I can access and keep on an ongoing basis – that is a great convenience. The continuity TraceSecurity provides – you just don’t have that with the other guys.”

“Simple as Pie”

Ease of use is another benefit of TraceSecurity. “The Compliance Manager is simple as pie,” says Bultman. “It’s a URL address that I bookmark as a favorite, and then I just click on reports. I can get an executive summary, a compliance summary or a vulnerability summary. I can also get compliance detail, vulnerability detail and, last but not least, the entire report. So, it’s like three-tiered reporting with different flavors in each tier. We like that.”

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Having these different flavors helps satisfy the many requirements for information at HACU. For example, explains Bultman, “My Board just wants to know where we stack up in comparison to others and that compliance is taking place – that’s what the executive summary does. Now, my network administrator is going to want to see the detail of what vulnerabilities there are. Compliance Manager gives me everything when I want it; I can access it anytime and I don’t have to have a stack of papers on my desk.”

Furthermore, Bultman says that when vulnerabilities are discovered, “we can go into the software in real time and make notes that we took care of this; by re-running the report, we can then hone in on what’s left to cover. We don’t have to weed through everything again. Compliance Manager is an ongoing software tool – this puts TraceSecurity far above the other companies out there. Everybody does network scans and looks at security; TraceSecurity gives you the software at your fingertips.”

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A Win-Win Situation

While HACU’s experience is proof enough that TraceSecurity was the right choice, Bultman says the company’s Credit Union National Association endorsement – which came a year after the credit union began its engagement with TraceSecurity – “reaffirmed my decision. I felt very proud of our decision to go with them. Being endorsed by CUNA shouldn’t be taken lightly. It’s a good sign that the company knows what it’s doing.”

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Bultman is so confident in TraceSecurity that he says “We’re very comfortable committing to TraceSecurity for a long-term contract. It’s a win-win situation for anyone considering TraceSecurity, whether they want a short-term contract or a long-term contract. We feel that TraceSecurity is a good partner.”

In fact, Bultman remarks, “They are the nicest people to work with and talk to; it’s very refreshing. I never feel like I’m talking to a bureaucracy. They may have hundreds of other customers, but when I talk to them I feel like I’m their only customer.”

“For what you get with TraceSecurity,” declares Bultman, “there’s a tremendous value. I was actually shocked at how reasonable the 4-year contract was with them – it’s just a huge value.”



About TraceSecurity

TraceSecurity is a leading provider of security compliance and risk management solutions. The company helps organizations of all sizes to achieve, maintain and demonstrate security compliance while significantly improving their security posture. Key to TraceSecurity’s success is the company’s comprehensive patent-pending methodology that helps clients address all of the critical components of a successful security compliance program: people, process and technology.