CASE STUDY

ThreatX by A10 Networks Gives SELCO Community Credit Union's IT Team the Watchdog It Was Looking For

SELCO COMMUNITY CREDIT UNION

Industry | Finance

About SELCO

Located in Springfield, Oregon, SELCO is one of Oregon's largest and longstanding credit unions. It is a member-owned, not-for-profit financial cooperative offering a full range of banking and financial services, including personal and business banking, personal and commercial lending, financial planning and investment services, and a range of insurance products for individuals and businesses. With a current asset size of $2.5 billion, SELCO has 143,000 members and 14 branches serving 27 counties across Oregon.

The Challenge

Over the last few years, every financial institution has seen an uptick in attempted cyberattacks – from brute force and DDoS to credential stuffing. As part of its proactive and aggressive commitment to data security, SELCO Community Credit Union enlisted the services of ThreatX by A10 Networks to protect SELCO's members and their

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> **SELCO Community Credit Union Director of IT**

NETWORK SOLUTION

ThreatX Web Application and API Protection

CRITICAL ISSUES

- Continue delivering best-in-class member services without downtime or risk

RESULTS

- ThreatX allows the SELCO IT team to protect member data without spending excessive time manually creating and managing rules
- With ThreatX's attacker-based analysis, SELCO blocks suspicious activity without affecting legitimate traffic
- SELCO was up and running with ThreatX within an hour, and saw immediate results

The Challenge (cont.)

information from attacks. “We were looking for outside expertise and a way to continue delivering best-in-class services without downtime, and without risk,” said Steve Liu, SELCO’s director of information technology.

Juggling Excel Spreadsheets

The SELCO IT team was working nights and weekends due to the manual and time-consuming process of responding to possible suspicious behavior using its previous security solution. If the team identified unusual user behavior that could potentially be malicious, they’d pull IP addresses out of the suspected database queries, put them into Excel spreadsheets, remove any duplicates, and then correlate the IP addresses with other information. For instance, multiple logins with different usernames from the same IP address would be something to block. Ultimately, they would need to create rules for each identified IP address in their security solution. Unfortunately, even this detailed and time-consuming process couldn’t account for ISPs that mask their customer IPs behind a single IP address.

The Solution

In its quest to provide services to its members without downtime or risk, SELCO investigated several web application firewall (WAF) vendors and bot management services. As part of that investigation, they reached out to their ISP, Lumen, for recommendations. The Lumen team introduced SELCO to ThreatX, a Lumen partner.

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In one of the very first calls between SELCO and ThreatX, the ThreatX team proposed deploying its web application and API protection (WAAP) solution on the spot to give SELCO an understanding of what it could do. Within an hour, SELCO was up and running with ThreatX. “It was pretty incredible,” Liu recalled. “That spoke volumes to us about the responsiveness, the ease of integration, and just how quickly we could get it done.”

After evaluating other solutions, SELCO determined they couldn’t match the level of preventative measures and efficiency they had found with ThreatX. By that point, the SELCO team had developed great working relationships with the ThreatX SOC team that would have been hard to walk away from. “We had an amazing relationship with the ThreatX SOC. Individuals in the SOC would contact us, reach out to us. They felt like an extension of our team,” said Liu.

“We quickly realized that ThreatX was the solution for us. Not just because of what the product could do and the fit for our systems, but also the dynamic, working relationship we had between our network team and key people of the ThreatX SOC.”

The Benefits

Restored Balance on Team

"ThreatX has been a game changer for my team and me," Liu said. "And it has provided an additional layer of security for our members. We were all taking turns working evenings and weekends, and the need for that stopped."

Liu said that, early on, his team had to unlearn some of its ingrained methods of dealing with suspicious behavior and just let the ThreatX system do its thing. With ThreatX's behavior-based, rather than signature-based, analysis, it was actively identifying and blocking suspicious users without the need to manually create rules.

Liu said that his team has its balance back. "We don't have to be watching it all the time. It doesn't occur to me to check it over the weekend. As a small and specialized team, we don't have the ability to just watch out for potential threats or suspicious activity."

Keeping Member Services Up and Running

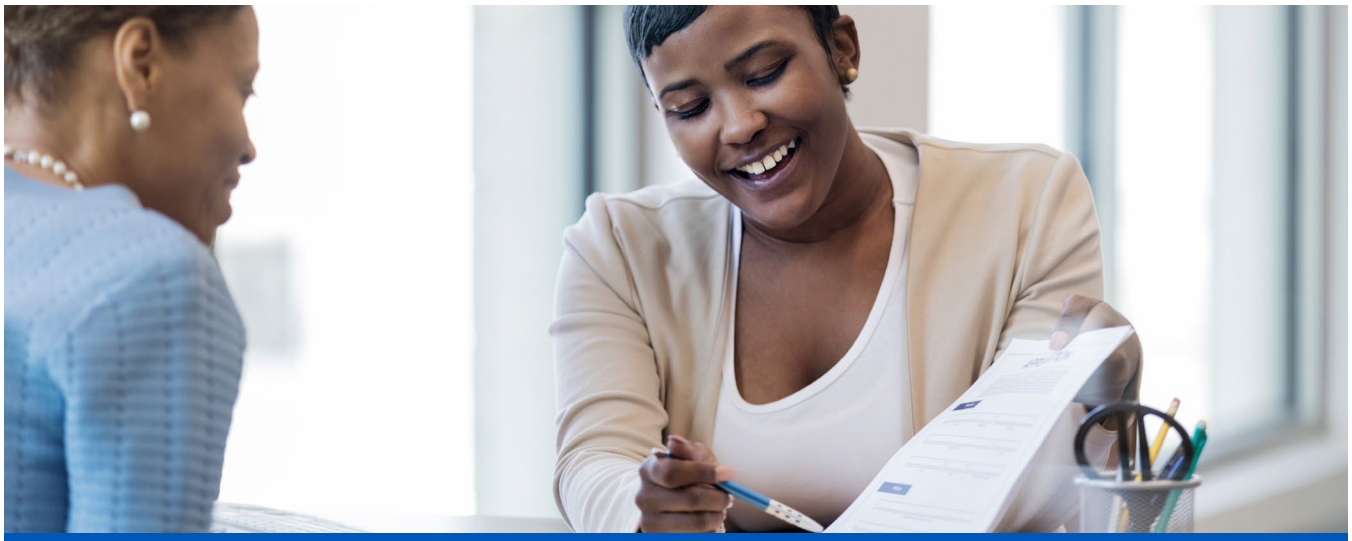
ThreatX monitors and tracks user behavior, looking for suspicious patterns over time rather than simply identifying attack signatures, such as suspect IP addresses. For this reason, the results are much more accurate than those generated by a legacy WAF – and much less likely to block legitimate traffic.

Fast Time to Value

With ThreatX's agentless deployment, SELCO was up and running on the platform within an hour and saw immediate results. In addition, ThreatX consolidates data on multiple attack types – including traditional OWASP attacks, bots and malicious automation, DDoS mitigation, and API-specific threats. SELCO quickly gets a clear picture of the risk, without spending time chasing down results from multiple solutions.

Realizing What's Possible

Working with ThreatX creates future opportunities as well. Liu noted, "It wasn't the typical vendor assertion of, this is what we do, take it or leave it. The ThreatX team is always willing to work with us and listen to our ideas to improve the product and the experience for other credit unions. In fact, we've seen that come to fruition in dashboard improvements that originated with us. We really feel like our voice is being heard."



ThreatX by A10 Networks

An Integrated Cloud Platform for Application and API Protection

Download Data Sheet

Product Demo

Take a Self-led Product Tour

Take a Tour

About A10 Networks

A10 Networks provides security and infrastructure solutions for on-premises, hybrid cloud, and edge-cloud environments. Our 7000+ customers span global large enterprises and communications, cloud and web service providers who must ensure business-critical applications and networks are secure, available, and efficient. Founded in 2004, A10 Networks is based in San Jose, Calif. and serves customers globally.

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