

Texas Trust Credit Union Chooses Webroot for Web Security, Email Security and Encryption Services

Texas Trust Credit Union (TTCU) is one of the largest credit unions in the Dallas area, operating seven branch locations that serve over 58,000 members. TTCU takes security very seriously. It prides itself on keeping its members secure by employing full time security staff and implementing a wide range of security software and measures including security training, best practices and strictly enforcing security policy. In early 2009, TTCU began using Webroot Email Security, then added Webroot Web Security and policy based encryption email services later in the year.



The Challenge

The need for web filtering began when TTCU created a cybercafé with Internet access in the lobby for customers to use for online banking. TTCU IT Security Director David Naylor needed to protect that PC and customers from dangerous web surfing. He also wanted to extend this protection to the employee user base as well.

TTCU had basic web filtering software on the cybercafé PC. However, the software did not have the functionality he required for his various internal user groups. Naylor needed a way to protect his network from web-based malware while also allowing certain groups to have freedom. "Some employees need more Internet access than others," Naylor explains. "I needed different levels of granular control—restricted, general, enhanced media and executive access."

In addition to securing different groups, Naylor's challenges included protecting a growing population of mobile laptop users—which makes up over 20% of the employee base. "Many of our employees are using laptops, and we expect that number to grow in the years to come," Naylor says. "I needed web filtering that could protect my mobile users just as well as if they were in the office."

Why Texas Trust Credit Union chose Webroot:

- Exceptional customer service
- Mobile user protection
- Granular policy control
- Easy user interface
- Policy based encryption

The Solution

Naylor saw a demo of Webroot Web Security and then did a trial of the service. "I was instantly impressed with the user interface, the structure and how easy it was to set and copy policies," Naylor says.

Because of its many distributed branch locations, the centrally managed and easy to use web based admin portal was a key selling point, and it helped TTCU set Internet use and security policies for all their branches and users, including those working remotely. Naylor was impressed by the technology, but it was the superior quality of the tech support that won him over.

"I consider the demo and trial to be a test run for how your customer support relationship is going to go," Naylor says. "With Webroot, I had a seamless and wonderful experience with the demo, which made the purchasing decision easy."

For email security, TTCU is now protected from spear phishing attacks. "Our employees were getting targeted phishing emails that looked real," Naylor says. "They were clicking on links and downloading malicious files—but our Webroot Email Security protected us from that."

Benefits

As Naylor explains, the best thing about Webroot is the customer service. "I have never worked with a better company than Webroot. It only took one day to learn how to use the web service," he says. "Everyone I have ever talked to there has been just fantastic to work with."

In addition to Web filtering, Naylor has added policy based encryption to email. TTCU sends a large amount of customer data out over email, such as tax forms, loan documents and other files that include sensitive account numbers and social security numbers. It needed an encryption solution that would enable compliance with the Gramm-Leach Bliley Act (GLBA) which requires that sensitive information sent across the Internet is encrypted.

"With Webroot, encryption is almost too easy," Naylor says. "A user simply has to type in a word in the subject line pre-determined by IT—such as 'encrypt'. I love showing new hires the encryption tool in the security training—it's a fantastic tool!"

Comments

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**—David Naylor
IT Security Director
Texas Trust Credit Union**

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