Ericom Web Isolation Protects Utah Credit Union from Web-Borne Threats Without Hampering Internet Use

ericom security
by cradlepoint

CUSTOMER

Eastern Utah Community Credit Union

PRODUCT

Ericom Web Isolation

INDUSTRY

Finance

CHALLENGES

— Replacing outdated isolation technology with a modern solution

— Protecting the credit union from phishing and web-borne malware attacks

— Empowering users to freely and naturally browse sites that they need for their work

— Finding a solution backed by excellent support

Background

Eastern Utah Community Credit Union (EUCCU) is a member-driven financial institution that is committed to providing low-cost banking, loan, mortgage and credit card services, online and from four local branches, to members who live, work or have businesses in five Utah counties.

Graduating To Isolation's Next Generation

EUCCU's Information Technology Officer, Cole Clarke, CISSP, is a knowledgeable proponent of remote browser isolation technology for all organizations. "I have the same concerns as anyone has who is responsible for defending any network, with the biggest concerns being about internet interactions and email. But as a financial institution, we can't say, 'Well, maybe we'll take a little more risk with that.' We can't. We've got to make sure that those things are protected."

As an early adopter of internet isolation and an experienced solution administrator, Mr. Clarke had a clear picture of what he wanted when it was time to renew EUCCU's previous isolation platform. However, technology development had slowed and service suffered. EUCCU was no longer getting either the service or the product that it needed.

SOLUTION

— Ericom Web Isolation

BENEFITS

— Secure browsing of potentially malicious sites

— A seamless, natural browsing experience for users

— Excellent management interface

— Excellent support

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The reason for wanting Ericom Web Isolation is so that we can stay safe but still allow the flexibility for people to get their work done and do research, versus having to lock down the firewall tight," said Mr. Clarke. "I can rely on Ericom Web Isolation to keep the credit union secure and still allow people the flexibility to get their jobs done."

Cole Clarke, CISSP, EUCCU Information Technology Officer

Mr. Clarke wanted a forward-looking, secure solution that was designed to work with the credit union's current infrastructure and continue to work as it moved to the cloud. Beyond technical considerations, he was extremely aware of the importance of user experience.

"Users are always negative when they know I am making a change. If new solutions don't work smoothly when we push them out, people get a negative opinion of them. I try to keep them as positive as possible, by choosing solutions that align with our workflow and enhance user productivity."

Cole Clarke, CISSP, EUCCU Information Technology Officer

Most of the internet isolation solutions that Mr. Clarke investigated simply did not deliver the level of performance he required. They rendered content poorly or in some cases, only partially. In addition, users could not use the browsers they liked, but instead were restricted to a solution specific browser. As a result, said Mr. Clarke, "the interface felt weird."

The Solution: Ericom Web Isolation

While researching alternative solutions, Cole Clarke discovered a review that gave Ericom Web Isolation high marks for secure browsing. Once he looked into it, he was particularly impressed by the seamless, natural browsing experience that it offers, its ability to restrict secure browsing to uncategorized sites, and the excellent documentation provided on the Ericom site.

Using Ericom Web Isolation's simple and intuitive management interface, EUCCU easily allowlisted well-known banking and lending sites that are directly business-related and have good reputations, since they can be relied on to have excellent security. Sites categorized as risky by the company's firewall are entirely blacklisted.

While the credit union has a policy of not permitting internet use for anything other than business reasons, a lot of business reasons put users into gray areas. IT staff uses the internet to research coding and security. Financial people need to research rates, interact with other financial institutions, and get other information they need for their jobs. That's where Ericom Web Isolation comes into play.

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Cole Clarke, CISSP, EUCCU Information Technology Officer

Results

EUCCU users are pleased with Ericom Web Isolation — when they notice it at all. Mr. Clarke reports that they like it way better than the previous solution. In fact, they can't tell the difference between isolated browsing and browsing allowlisted sites.

Said Mr. Clarke, "I've put in a lot of different systems. Installation and setup of Ericom Web Isolation was super easy. Integration with our security stack was smooth. The management interface is great and easy to learn. And the documentation on Ericom's website is excellent. Support was wonderful too. Whenever I needed more help they always had the answers."

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Ericom Web Isolation does what it's supposed to do. I really have no complaints about it at all. It's doing just what I need it to do."

Cole Clarke, CISSP, EUCCU Information Technology Officer

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