

The Organization

PM Systems Corporation
Chapin, South Carolina

The Challenge

To create a secure, content-responsible environment. PM Systems' clients in the credit union industry require a comprehensive content filtering system to preserve bandwidth, promote a friendly work environment, comply with regulatory mandates, and to avoid the risks of viruses, Trojans and spyware.

The SonicWALL Solution

The SonicWALL CSM 2100 CF is deployed at client sites to achieve the highest level of content management, delivering content filtering as well as gateway anti-virus and spyware protection functionality.

The Results

- Compliance with NCUA's ISTEP examination process
- Protection against viruses and Trojans
- Elimination of bandwidth-draining spyware
- Productivity is enhanced through comprehensive and dynamic URL filtering, keeping employees on-task and away from objectionable or non work-related sites

SonicWALL CSM 2100 CF and PM Systems Protects Credit Unions and Their Customers

Credit unions, like any financial institution, are facing two major challenges today: First, they must be at the forefront of adopting new, Internet-based, customer-facing banking technology in order to serve their customers. But second, and perhaps even more importantly, those customer-facing innovations must be reinforced behind the scenes with security on all fronts.

In addition to standard firewall protection, content protection is also a major consideration. PM Systems' clients need to enforce acceptable use through filtering, and to be free from the threats of viruses, Trojans and spyware. These increasingly sophisticated attacks can be especially dangerous to the financial services industry by infiltrating a credit union's network, disrupting operations and perhaps even jeopardizing personal financial information. It is important to these clients to deploy the most thorough content protection system available—to keep their networks free from attack, as well as to maintain a productive environment in the back office.

PM Systems has served credit unions for nineteen years, delivering and maintaining leading edge technology for a wide variety of innovative solutions. Their CUDefense™ team helps these institutions understand the threats they face, and implement technology infrastructures to stop threats proactively, protect their customer's personal information and comply with guidelines such as the NCUA ISTEP program and legislation like the Gramm-Leach-Bliley Act.

The Solution

Integrated content protection has become an essential part of doing business, in order to combat the triple threat of viruses, spyware and inappropriate Web content. Addressing multiple threats in a single appliance, the SonicWALL® Content Security Manager 2100 CF (CSM 2100 CF) offers real-time gateway anti-virus functionality that is kept up to date with automatic updates, using SonicWALL's dynamically updated signature database.

The CSM 2100 CF enhances productivity through its innovative content filtering solution, which combines an extensive URL rating database with a caching system that keeps latency to a minimum. The rating architecture allows administrators to block individual categories of Web content and enforces acceptable use policies on a granular level. The highly accurate rating database is supplemented with SonicWALL's one-of-a-kind dynamic rating system, which analyzes on the fly any pages that may not be in the database, checking not only content but context as well to ensure the highest degree of accuracy.

According to Chris Kroll, Security Analyst at PM Systems, the key value propositions for their credit union clients were the content filtering functionality, anti-spyware and anti-virus features of the CSM 2100 CF. "Financial institutions have a higher awareness of their internal controls," said Kroll. "A lot of these smaller credit unions have to comply with the same

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regulations that larger ones do, and they don't necessarily have the monetary resources to do so. This is a very cost-effective solution."

Key Benefits

The SonicWALL Content Security Manager 2100 CF protects PM Systems' clients, while also giving them a system that is easy to maintain. Single-point solutions that combine separate anti-virus, anti-spyware and URL filtering solutions are not only unwieldy, they can even be dangerous—the risks inherent in this management nightmare are obvious. With too many separate interfaces, too many separate logins and too many passwords, the possibility of user error escalates exponentially. The CSM's unified architecture, integrated approach and intuitive reporting avoids these all-too-common mistakes, and makes administration a breeze.

In addition to protection against viruses, spyware and inappropriate content, administrators can use the CSM 2100 CF to implement policy controls regarding peer-to-peer, instant messaging and multimedia applications which waste time, consume excessive bandwidth and are often conduits of the most common types of network threats.

Inappropriate content has also become a major problem in the workplace, with corporations sometimes facing legal liability for allowing this sort of content to be viewed in the workplace. And besides being offensive, sites that contain pornography or other inappropriate content are notorious for containing malware.

The Results

The content filtering functionality of the CSM 2100 CF starts out by allowing the credit unions served by PM Systems to keep track of employee Web surfing, a benefit that helps to preserve bandwidth, maintain a productive environment and avoid personnel or legal issues that may come up if employees become exposed to objectionable sites.

But it doesn't stop there. Kroll notes that it's not just for keeping employees out of adult-oriented or other time-wasting sites. "It's making sure that nothing is accidentally infecting their systems." Kroll explains that much of the malware that infects networks originates from pornography and other non-work-related sites; often in the form of active code that may launch a piece of spyware or other malware when the site is visited.

PM Systems has had great success with the CSM 2100 CF. "Our customers go with our recommendations," he said. "We've gone out and researched a lot of different companies and in the end, we've found that the SonicWALL CSM 2100 CF fits our needs the most."

Credit unions tend to be small compared to other financial institutions, so it's important to provide them with a filtering solution that is easy to use. "The fact that the box by itself is standalone means it doesn't cost a lot of money to keep up. You just plug it in and you're good to go."

"We don't have a sales staff," added Kroll. "We're strictly technicians and we're a very small company. We had to find a product that was easy to sell. The SonicWALL CSM 2100 CF sells itself. We don't have to have a hard-core sales team to go out there and close deals."

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— Chris Kroll, Security Analyst
PM Systems Corporation

CSM 2100 CF Benefits

- Integration of real-time gateway anti-virus, anti-spyware and Internet filtering deliver maximum protection.
- Can be managed remotely using SonicWALL's Global Management System.
- Enhanced reporting through SonicWALL ViewPoint.
- Full control over Internet access with flexible, policy-based management functionality.

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