

# Case Study

## Cabrillo Credit Union

Reduced regional credit union taps Silversky to reduce costs, complexity, and compliance challenges

### Benefits of **Silversky** solutions



No need for extensive in-house IT staff to host and maintain email infrastructure



Holistic, cloud-based email solutions enable scalability, functionality, easy integration and predictable cost of ownership



Advanced email DLP and encryption solutions effectively catch, block or encrypt sensitive content before it leaves the company, ensuring member information remains safe and protected



24x7x365 support, high availability and data redundancy

### Overview

**About:** Cabrillo Credit Union

**Number of Employees:** 100 employees

**Number of Members:** 25,000 Location: San Diego, Calif.

#### **Cabrillo's Solutions with Silversky:**

- Email Protection Services
- Insider Threat Prevention
- Email Encryption
- Email Security (AV/AS)
- Email Continuity
- Email Compliance Archiving
- Hosted Exchange
- Hosted VPN
- ActiveSync

San Diego-based Cabrillo Credit Union is a regional credit union serving more than 25,000 members across the country. Its primary goal is to act on behalf of its members, providing superb customer service while cultivating loyalty. Founded in 1955 by Joseph H. Lawrence, Cabrillo Credit Union has enjoyed a long and prosperous history, demonstrating growth, consistency and a dedication to its members since its inception.

While regional financial institutions such as Cabrillo face the same regulatory pressures and data security threats, they often lack the resources that larger banks have to secure their critical infrastructure. After joining the organization in 1996, Chief Technology Officer Frankie Duenas found himself wearing many hats – and experiencing many sleepless nights – as he juggled everything from managing Exchange to setting up spam filters at the desktop level. No matter how hard he and his team worked, the more disparate products they seemed to be adding to fix issues, all while struggling to keep pace with increasing regulatory pressure. Exacerbating these challenges, a series of corporate mergers required numerous new configurations and added a new set of remote users to Duenas' charge.

Duenas' laser-focus on member satisfaction soon drove him to explore centralized, multi-layered, cloud-based network security and email security solutions that would allow him to reduce his team's time and effort spent on security and compliance issues. Initially partnering with Silversky for firewall management services in 2007, Duenas quickly realized the benefits of the company's proven SaaS delivery model and it wasn't long before he turned to the organization for all of Cabrillo's messaging and network security needs.

"Over the years, Cabrillo has put an extraordinary amount of trust in Silversky – and Silversky has never fallen short of that. The company's integrated, holistic and simple approach to security has empowered our IT organization to become much more strategic as we focus on impactful business initiatives tailored to our busy, on-the-go members – from remote deposit apps to online Web chat capabilities to mobile banking options," says Duenas. "Our partnership with Silversky has empowered us to offer members a number of innovative solutions often reserved for the largest enterprise banking organizations."



“ Since implementing Silversky Email Protection Services, the use of email encryption has surged by nearly 50 percent – a clear indication that Insider Threat Prevention is successfully catching sensitive content before it leaves the organization.

—Frankie Duenas, CTO Cabrillo Credit Union

By partnering with Silversky, Duenas combined advanced technology, expert intelligence and superior scale to reduce the costs and complexity of their email security:

- With access to Silversky 24x7x365 support team, Cabrillo Credit Union has realized significant cost savings by keeping internal network administrative duties to a minimum (only one dedicated employee is required).
- Since implementing Silversky advanced Insider Threat Prevention technology, false-positives have been reduced by 40 percent.
- Duenas can easily build/enforce granular policies to block, quarantine or automatically encrypt sensitive, inappropriate and risky messages using the tunable policy-driven rules engine in the Silversky Security Management Console.
- Silversky robust Insider Threat Prevention reporting module has allowed Duenas to identify pockets of "power users" who are inadvertently abusing vital resources (i.e. network space) and implement creative solutions to address these issues.

Says Duenas, "Since implementing Silversky Email Protection Services, the use of email encryption has surged by nearly 50 percent – a clear indication that Insider Threat Prevention is successfully catching sensitive content before it leaves the organization. Silversky advanced technology, expert intelligence and superior scale has enabled us to significantly reduce the costs and complexity of email security, enabling our team to focus on what matters most: continued innovation for Cabrillo's members."

Duenas' creativity and ability to continuously expand the informational and technological services of Cabrillo Credit Union, while safeguarding the assets of more than 25,000 members in partnership with Silversky, has played a critical role in the company's continued growth and success. With Duenas at the helm of the IT department, Cabrillo Credit Union has surged from \$50 million in assets to more than \$200 million.



[www.silversky.com](http://www.silversky.com)

Contact Details: US: 1-800-234-2175 | E: [learn@silversky.com](mailto:learn@silversky.com)

SilverSky, 4813 Emperor Boulevard, Suite 200

Durham, North Carolina 27703

[linkedin.com/company/silversky](https://www.linkedin.com/company/silversky) | [twitter.com/SilverSky](https://twitter.com/SilverSky)

Copyright © BAE Systems plc 2020. All rights reserved. BAE SYSTEMS, the BAE SYSTEMS Logo and the product names referenced herein are trademarks of BAE Systems plc. BAE Systems Applied Intelligence Limited registered in England & Wales (No.1337451) with its registered office at Surrey Research Park, Guildford, England, GU2 7RQ. No part of this document may be copied, reproduced, adapted or redistributed in any form or by any means without the express prior written consent of BAE Systems Applied Intelligence.