

Case Study: Harleysville Bank

Long-time relationship with SilverSky allows bank to meet evolving needs.

Overview

Harleysville Bank in Harleysville, Pennsylvania, is truly a bank built by the community for the community. Beginning as a stagecoach stop in the mid-1850s, Harleysville became a thriving town at the turn of the century thanks to the area's manufacturing and farming industries. Along with progress came the need for capital to build the community, so some of the early residents banded together to form what is today Harleysville Bank. Although the bank has expanded to provide services with seven branches and two satellite offices, it has always maintained a focus on customer service and the cooperative spirit characteristics of the area.

As the banking industry has evolved, Harleysville Bank has adopted new technologies to improve their customer experience. The bank's partnership with SilverSky began when they added dedicated circuits and routers to replace dial-up internet connections more than 17 years ago. "We have had the benefit of continuity in our long-term partnership with SilverSky," reflected Rodney Kipp, Technology Operations Manager, Harleysville Bank. "They understand our business and do an excellent job supporting our operations. If I call for support, I'm not waiting for a return call."



Harleysville
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Business: Founded in 1915, the Harleysville Bank vision is to "Be Your Trusted Financial Partner." It has been guided by this vision for over 100 years. The bank focuses on creating value for its customers through its seven branches and two satellite locations in the area surrounding Harleysville, Pennsylvania.

SilverSky Solutions:

- Network Services
- Managed Firewall
- Hosted Exchange
- Email Protection Services
- Email Archiving
- Mobile Device Management
- WAN Management
- Brand Protection

Harleysville Bank's Partnership with SilverSky

As the bank continued to grow and add more branches and users, Harleysville Bank partnered with SilverSky to provide hosted exchange for email, email protection services including targeted attack protection to detect malware, social engineering protection to reduce the risk of cybercriminals taking advantage of email users, and web content filtering to further protect the bank's users. To meet security and compliance requirements, the bank also uses SilverSky email archiving. "The volume and diversity of threats cybercriminals pose today requires us to be extra vigilant in protecting both the bank's assets and our customer's data," Kipp commented. "SilverSky provides important pieces of that defense."

Keeping their network safe is of utmost importance too. That is why the bank chose to have managed firewalls from SilverSky. The service provides around-the-clock monitoring and management of the security devices ensuring that the devices are always current with updates and that patches are applied. This service helps to reduce the workload on the bank's IT staff. With IP address geo-blocking and a strong rule set, Kipp can be sure that threats are quarantined, and malware can't get onto their systems or execute their intended actions.

 Our relationship with SilverSky has been very positive over a very long period of time," shared Kipp. "I'm very confident in the technologies and the people SilverSky provides and I look forward to our continued partnership."

—Rodney Kipp, Technology Operations Manager, Harleysville Bank



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