

Case Study: Crest Savings Bank

Strong email protection while delivering desired technology management flexibility.

Overview

Located on the southernmost tip of New Jersey, Wildwood is home to five miles of white sand beaches and 38 blocks of boardwalk entertainment, making it a premier tourist destination. For over 100 years, Wildwood has also been the home to Crest Savings Bank, which was formed to provide mortgages to the quickly growing island community.

Over the years, Crest Savings Bank has evolved with the members of its community. It now provides personal and business banking services, wealth management and was one of the first in the area to adopt digital banking as a convenience for its customers.

As the bank grew, so did its reliance on technology, with email becoming a more important communication medium. However, as email usage increased, so did cybersecurity concerns, given that email is the foremost attack vector.


"Cybercriminals get smarter every day, and we have to stay focused and apply the best technologies and processes to stay ahead of them," shared Karen Graham, Senior Vice President and Chief Operating Officer of Crest Savings Bank.



Business: Located in Wildwood, New Jersey, Crest Savings Bank has been serving the coastal island for over 100 years. With eight branch locations, Crest Savings Bank provides business and personal banking and wealth management services.

SilverSky Solutions:

- Dedicated Hosted Exchange
- Anti-Virus, Anti-Spam
- Targeted Attack Protection
- Social Engineering Protection
- Data Loss Prevention
- Active Sync
- Email Archiving
- Email Continuity



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—Steve Nelson, the IT Security Officer at Crest Savings Bank

In 2011, Karen was introduced to SilverSky at a banking conference and decided to move from on-premise Exchange to Hosted Exchange with SilverSky. “The SilverSky migration was seamless and totally transparent to users,” Graham commented.

By 2014, technologies had evolved, and so had hackers’ tactics. The bank had a brush with a business email compromise attack but luckily avoided damage. With this vulnerability exposed, they added Targeted Attack Protection to minimize exposure to malware and malicious links. Social Engineering Protection was put in place to safeguard their end-users better, and Data Loss Prevention was implemented to ensure that bank and customer data isn’t inadvertently or maliciously exfiltrated.

Watching over the bank’s digital assets daily rests with Steve Nelson, the IT Security Officer at Crest Savings Bank. “We like to be hands-on with our technology, and SilverSky gives us the flexibility to do that,” commented Nelson. “It’s something we really like about SilverSky services.”

Keeping email secured is a high priority of the bank as well as a compliance requirement. This is why they’ve implemented email encryption and email continuity from SilverSky. Additionally, now supporting more work-from-home employees than ever, they added multi-factor authentication as an added layer of security for those users.

Crest Savings Bank has been thrilled with the timeliness and support they receive from SilverSky. “SilverSky provides not only reliable hosted email service, but an extensive array of additional services which provide us with the numerous security layers we need,” Graham shared in closing.



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