



## CASE STUDY

Community Bank Enhances Security with Actionable Intelligence.



## Community Bank Enhances Security with Actionable Intelligence Real-time intelligence replaces monthly reports of security incidents

### THE COMPANY

A community bank with hundreds of millions in assets and multiple locations in the midwest operates its IT infrastructure with a minimal staff, so it relies on vendors to provide essential services such as cybersecurity. Dissatisfaction with its provider of cyber security services prompted the bank's IT staff to begin researching other providers.

The bank was happy to disclose the basic information for this case study, but asked that its name be withheld.

### THE NEED: Security intelligence instead of data dumps.

The IT staff at the community bank was in the market for a new Managed Security Services provider because of what they termed a "lack of confidence." They were concerned that the provider wasn't including enough network devices for the price the bank paid. Their main frustration, however, was the lack of actionable intelligence.

Ron Kinscherf, Account Executive for LRS IT Solutions, dropped by the bank one day and learned about the IT staff's unease.

"They were struggling with the level of actionable intelligence available to them," Ron recalled. "They received lots of data from their old provider but no simple way of dealing with it. When they did find something that was actionable, they weren't getting a lot of assistance in the form of 'here's a good solution.'"

Since the bank's IT department consisted of just three staff members, managed security services that required a minimum amount of staff time was crucial.

### THE SOLUTION: QRadar from IBM and Managed Security Services from Carbon Helix.

As soon as Ron heard that the bank was looking for a new security managed services solution, he proposed the IBM QRadar SIEM appliance along with services from Carbon Helix.

The QRadar appliance consolidates log events and network flow data from thousands of devices, endpoints, and applications distributed throughout a network. It normalizes and correlates raw data to identify security offenses, and uses an advanced Sense Analytics engine to baseline normal behavior, detect anomalies, uncover advanced threats, and remove false positives.

"I explained how QRadar works and arranged for the bank to see a demo," Ron recalled. "They liked the way QRadar works, and then we got a demo of the work Carbon Helix can do with QRadar."

Carbon Helix, an LRS IT Solutions partner, leverages the power of QRadar to provide 24x7 security monitoring. Attacks, attackers, and compromises are detected and analyzed so the appropriate solution can be proposed.

The monitoring and real human analysis provided by Carbon Helix limits the time attackers have to do

*"Much less staff time is involved in security issues now than with the bank's previous provider. They've found that they are able to be more productive with their small IT shop, which is a huge benefit."*

— Ron Kinscherf  
LRS IT Solutions Account Executive

harm. The right information gets to an organization quickly so action can be taken immediately.

The bank implemented the QRadar appliance along with Managed Security Services from Carbon Helix.

#### **THE RESULT:** More actionable intelligence, less staff time spent on security

For the bank's IT staff, the difference between their previous provider and Carbon Helix has been amazing.

"Their previous provider would send them a monthly report of 2200 pages or so, and finding actual problems in that report was impossible," Ron explained. "Now they get a phone call or email about a potential problem. It's today, not 30 days from now."

When the IT staff needed to delve into a problem identified in those huge reports from its previous provider, finding a resolution could take as much as a day and a half. Working with Carbon Helix means most solutions are found within an hour.

Time is a valuable commodity for any IT department, and especially for a small staff.

"Much less staff time is involved in security issues now than with the bank's previous provider," Ron said. "They've found that they are able to

be more productive with their small IT shop, which is a huge benefit."

Because of the help Carbon Helix provided during QRadar installation, the bank's staff was able to use the appliance on the very first day. But the appliance isn't static; the bank's IT staff and Carbon Helix are at work to create rules to reduce the number of false positives even further.

According to Ron, the IT staff praises QRadar's usefulness.

"It's full featured to give them what they need without being so complex that it's hard to use," Ron said.

"The QRadar platform is simple enough to use so when Carbon Helix provides some actionable intelligence, it's easy for the staff take a look at the log events."

Considering the benefits the bank's staff has realized in the months that QRadar and Carbon Helix have been part of their security structure, they've expressed their gratitude for Ron stopping in for a visit when he did.

With a chuckle, Ron recalled, "They've told me the confidence they placed in me has been justified."

## ACCOMPLISHED INFRASTRUCTURE GOALS

- Gained actionable intelligence about intrusion threats
- Reduced staff time devoted to security issues
- Obtained timely notification of potential security issues
- Implemented easy-to-use QRadar appliance

## SOLUTIONS

- Complete IT solutions, including server consolidation, storage management, business continuance services, and disaster recovery planning
- Full-service consultation from education and research to installation implementation and training
- Professional sales staff and knowledgeable technical teams
- Over 30 years of experience in implementing IT solutions
- IBM Premier Business Partner



Learn more, visit [LRSitsolutions.com](http://LRSitsolutions.com) or call 217.793.3800

© 2019 All rights reserved. Levi, Ray & Shoup, Inc. LRS is a registered trademark of Levi, Ray & Shoup, Inc. I BM and QRadar are registered trademarks of International Business Machines Corporation in the United States, other countries, or both.