

The Context

Industry:

Financial

Stats:

Locations: 15 branches,
3 data centers

3rd largest financial
institution in the State of
Washington with over
\$1 billion in assets

Challenges:

Legacy solution in
place was slow and
cumbersome

Multi-vendor network
required a flexible
analytics platform

Confirming audit
results took hours or
days to complete

Kitsap Credit Union Case Study

Introduction

The Kitsap Credit Union is the third largest financial institution in the State of Washington, currently managing over \$1 billion in assets and offering services to all residents of the state. In 1934, the Kitsap Credit Union was founded on the principles of people helping people and remains dedicated to building the health and vitality of their communities. Today the Credit Union is focused on building quality relationships, providing valuable financial assistance, and empowering people to achieve more.

Institution's Challenge

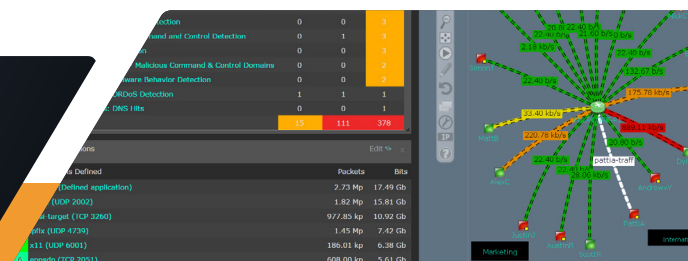
With fifteen branches and three data centers, Kitsap Credit Union was looking for a Network Traffic Analytics solution that was easy to maintain while providing robust network- and security-related root-cause analysis and forensic data. They wanted a tool to help them make rapid and informed decisions when reacting to network and security incidents.

They weren't looking for a Swiss Army Knife type of solution, but rather a highly focused product with deep functionality to help them target and quickly remediate incidents that occur across their multi-site network.

With over twenty-five devices from both Cisco and Juniper sending flow data to Scrutinizer, having a solution that could provide contextual data across more than one vendor's products was critical.

Prior to deploying Scrutinizer from Plixer, Kitsap Credit Union was using a legacy tool for network and application performance monitoring, but it was cumbersome to manage, system performance was poor, and the amount of time it took to run reports was unacceptable. To support the needs of the business and its members, they needed to find a better solution.

The process of evaluating new solutions included a bake-off including four solutions—Scrutinizer and three major competitors. Among the evaluation criteria were performance, day-to-day maintenance requirements, and customer support. At the conclusion of the evaluation, Scrutinizer was determined the clear winner in all three of the evaluation criteria.

207.324.8805

Audit Compliance

As a financial institution, regulatory compliance oversight, including audits, is an important aspect of business operations. Scrutinizer's reporting and forensic data has delivered considerable value in support of these audits both from the perspective of verifying information provided during the audit, as well as mitigating areas of concern. What used to take hours or days to confirm audit results, now takes as little as 30 seconds.

Results

Implementing Scrutinizer has had a profoundly positive impact on day-to-day operations. According to Roger Bascom, Senior Network Engineer, Scrutinizer allows him to be "Superman" with x-ray vision for what is going on across the network.

With Plixer, Kitsap Credit Union now has gained:

1. A first responder's tool

Scrutinizer is the go-to tool for determining the cause of network and security issues, including the discovery of ill-configured applications or network infrastructure, users or devices behaving outside of acceptable use parameters, the existence of malware, etc.

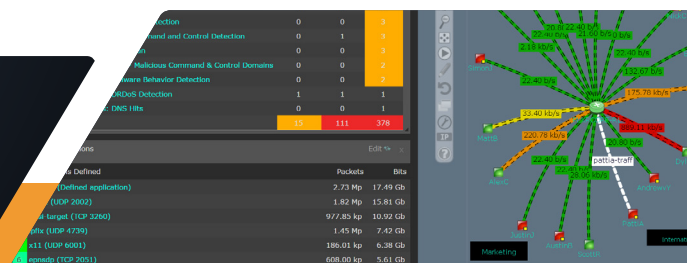
2. Traditional network monitoring details with in-depth analysis

By collecting the flow data that exists on their network, Kitsap Credit Union is able to gain deeper insight into what type of traffic is consuming their network resources. They are also able to generate reports quickly for others in the organization that need details on specific traffic patterns. What once took hours can be accomplished in seconds or minutes.

3. Award-winning technical support

In addition to an easy-to-maintain solution, Kitsap Credit Union also gained the award-winning technical support provided by Plixer. From a responsive chat service to quick phone response time, Kitsap saves time and money whenever they have questions that need to be answered. And when questions regarding help with the analysis of data arise, Plixer is available to help them.

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