

Confidence Completed.

TruSecure Corporation Case Study

The Financial Industry - Redefined

The financial world is both converging and expanding as a new type of financial institution emerges. This financial institution incorporates banking, lending, insurance, securities and financial planning. Not only are these services accessible through traditional delivery channels, but more notably, through the Internet, as more customers demand anywhere, anytime, anyway transactions.

Swift financial services companies are responding to this growing customer demand in order to stay competitive. The companies have a challenge - focusing on their core business services while staying abreast of the technology that makes it all possible. Fiserv, a leader in technology for the financial industry, recognizes this challenge and responds to it by providing their clients expertise in technology that drives financial e-commerce. In many ways, Fiserv acts as the technological business unit for a variety of financial service providers. They serve more than 10,000 clients worldwide, including banks, broker-dealers, credit unions, financial planners/investment advisors, insurance companies, mortgage banks and savings institutions.

Searching for a Proven Security Methodology

As a service provider to federally regulated businesses, Fiserv has a responsibility to maintain strict confidentiality of its clients' information as well as the personal information of the end user community. Fiserv routinely participates in a wide array of external audits including:

- ▶ Audits by federal examiners
- ▶ Independent external SAS70 audits performed on behalf of Fiserv's financial institution clients
- ▶ Ongoing corporate audits

Fiserv is thus well acquainted with the importance of having a third-party expert organization review and assess a business' operations.

Fiserv senior executives recognized that specific attention to security would be essential as they entered the Internet banking arena. They agreed that fiduciary responsibility to their company and stockholders requires exemplary performance in the areas of customer confidentiality, privacy and data security issues. As a result, Fiserv was not going to be satisfied with a security program that was based simply on assertions. Instead, they required the creation, measurement and validation of Internet security practices by an independent third party expert. According to Mike Rigney, a Fiserv Senior Vice President, Fiserv was looking for a vendor that could provide empirical analysis of their security posture: a proven methodology that was defined and measurable.

Securing the Extended Enterprise

Internet banking provides a mechanism to share financial data among many entities, both within a company as well as across companies. As a result of this interconnectedness, the security of each individual entity is dependent upon the soundness of every other entity's security program.

Fiserv wanted each and every organization connected in some way to the Fiserv data processing and information management systems to be confident of its own security. One of the reasons Fiserv selected TruSecure™ service over all others, according to Mike Rigney, was that "the well defined methodology could be applied uniformly across all Fiserv business units, clients and partners." The methodology and framework that comprise TruSecure™ are based on TruSecure Corporation's years of extensive research and interaction with leading security product vendors - an experience base no other security provider offers.

Fiserv wanted to know the definitive actions they needed to take in order to sustain a high level of information security. With TruSecure, Fiserv was able to achieve this goal. TruSecure concentrates on real threats that would have a significant impact on the business. It provides the methodology and oversight to ensure that risk is reduced. This structure enables Fiserv to use their resources productively in securing specific areas that will improve their overall Internet security posture.

A Total Security Solution

TruSecure enhances Fiserv's security program with proven essential practices, ongoing security threat information, access TruSecure security analysts and ongoing electronic validation of Fiserv's environment. Together, these steps provide the framework for securing Fiserv's extended enterprise. TruSecure addresses prevalent, costly potential risks and provides a summarized report of the findings. With documented, solutions-oriented criteria, the Fiserv enterprise addresses network vulnerabilities in the least intrusive manner possible - enabling the end users to pursue their business with minimal infringement. Fiserv business units, clients and vendors now have the framework for measuring the effectiveness of their security program.

Partnership for the Future

Today, Fiserv has a successful security program in place for its entire enterprise. With TruSecure, Fiserv is able to validate and demonstrate their competence in securing client and customer information. Mike Rigney says Fiserv expects "explosive rates of change in both internal e-commerce applications and external client deployment of Internet-based technologies. The decision to enhance the security posture resulted as much from the growing realm of possible innovations as it did from known business initiatives." With TruSecure, Fiserv has a systematic approach to risk assessment to support their critical business initiatives, and complete confidence that their security solution will address the demands of the remarkable evolution of the Internet.