

# Credit Human

Credit Union Reaps Six-Figure Savings Annually by Automatically Enforcing Compliance with ForeScout

**1 WEEK**  
to achieve full visibility

**5%**  
unknown devices discovered

**\$325K**  
dollars saved annually

## credithuman

### Industry

Financial

### Environment

3,700 devices across 21 locations;  
700 employees

### Challenge

- Prevent unauthorized access to network
- More easily detect rogue devices
- Comply with Gramm-Leach-Bliley
- Act and other regulations
- Deliver more accurate, up-to-date asset inventory

### Security Solution

- ForeScout platform
- ForeScout Enterprise Manager

## Overview

Credit Human, a not-for-profit, member-owned financial institution, initially sought only a network access control (NAC) solution for compliance with industry regulations such as the Gramm-Leach-Bliley Act. The credit union, which serves San Antonio, Texas as well as several other U.S. cities, chose the ForeScout platform to provide the visibility and control needed. When the organization's information security staff and management saw the wealth of insights produced by the ForeScout platform, however, they quickly realized that its use cases and benefits could extend beyond NAC and regulatory compliance. A year after implementation, the company conducted an ROI analysis that showed benefits worth upwards of \$325,000 annually from IT staff efficiencies, risk mitigation, business productivity benefits, and IT infrastructure cost reductions.

## Business Challenge

*"We lacked visibility across the network. We had no systematic way to detect when people were plugging in devices, especially in some of our remote offices."*

— Dale Marroquin, Information Security Officer, Credit Human Credit Union

When a regulatory audit confirmed the need for NAC, Credit Human Information Security Officer Dale Marroquin had already deemed it a priority. "We lacked visibility across the network," says Marroquin. "We had no systematic way to detect when people were plugging in devices, especially in some of our remote offices. For both internal controls and regulatory compliance, we needed better visibility and a way to detect and block rogue devices."

## Use Cases

- Device visibility
- Network access control
- Regulatory compliance
- Device compliance
- Asset management
- Incident response

## Results

- ROI benefits of \$325,000+ annually from IT staff efficiencies, risk mitigation, business productivity benefits and infrastructure cost reductions
- Dramatically improved security posture thanks to continuous, comprehensive visibility and control
- Rapid implementation, with minimal effort from IT services and no need to upgrade network infrastructure
- Superior regulatory compliance with automatic access control based on numerous, customized corporate policies
- Time savings for help desk and security analysts and faster incident response thanks to automatic remediation
- Accurate, real-time asset inventory system to replace cumbersome manual method
- Foundation for future use cases, including integration with mobile device protection

## Why Forescout?

### Agentless, Vendor-Neutral Approach for Rapid Implementation

When Marroquin and his staff began evaluating options for NAC, they were immediately drawn to Forescout. “An agentless solution meant we could minimize involvement of our client services team,” explains Marroquin. “We also liked that the Forescout platform is vendor neutral; it could work in our heterogenous environment as is, without having to do any type of upgrades to closet switches or other infrastructure.”

A proof of concept on one of the busiest floors at headquarters confirmed that the Forescout platform would meet all of Credit Human’s visibility and control requirements, and more. After the POC, which helped determine configurations and familiarized staff with the solution, the company’s managed service provider implemented the Forescout solution within a week.

## Business Impact

### Ability to See and Automatically Control All Devices on the Network

During the first six months, Credit Human ran the Forescout platform in discovery mode to observe everything that was connecting to the network, including ATMs, security cameras and other IoT devices. The solution uncovered an additional five percent of total devices that information security staff did not know about, primarily shadow IT hubs.

“We were aware of most of what was on our network but the Forescout platform told us so much more about each device, plus it gave us the automated, granular control capability that we were missing,” states Marroquin. Now he and his staff can see all endpoints on the network in comprehensive detail, and automatically allow or block access based on corporate security policies.

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### Enforcing Regulatory Compliance and Saving Time with Automatic Remediation

Credit Human has created a library of scripts within the Forescout platform that automatically remediate devices that lack compliance with internal policies and external regulations—for instance, to help ensure that all workstations and servers have current data loss prevention (DLP) protection. “If the Forescout platform detects that a machine lacks the DLP agent, has an incorrect version or is not communicating properly with the server, we receive an alert and a script immediately attempts to auto-remediate the issue,” explains Marroquin. “Such auto-remediation has reduced help desk workload considerably.”

Another example: When the Seattle office moved, the Forescout platform discovered that 10 new laptops were not encrypted or had other security deficiencies.” In that case, Forescout-based auto-remediation eliminated 10 calls

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to the help desk staff,” notes Marroquin. “Automatic generation of help desk tickets when needed also accelerates incident response.”

### Reducing Risk by Improving Device Compliance for All Devices

By allowing only devices that adhere to corporate policies to connect to the network, the Forescout platform has reduced cybersecurity risk dramatically at Credit Human. For example, when servers are to be moved from a testing and configuration VLAN to a production VLAN, if they are not fully hardened, network access is automatically blocked, and a help desk ticket generated. Or if a vendor installs a multifunction office device but doesn't change the default SNMP string configurations, the device will be automatically quarantined. “This ability to auto-police all devices, even nontraditional ones, has really upped our security posture,” asserts Marroquin.

Comprehensive visibility also helped Credit Human avoid considerable pain during an upgrade of VoIP phone client software. The VoIP vendor explained that unless the most recent version of the software agent was installed, a user connecting to the system could cause irreversible damage to the system's database. “Thankfully, the Forescout platform made it easy to see who had outdated versions of the software and upgrade the agents at the same time, averting a potential disaster,” recalls Marroquin.

### Accurate, Current and Easily Created Asset Inventory

The benefits of granular visibility caught the attention of more than just information security at Credit Human. “Management realized that the Forescout platform could dramatically improve our inventory system, which was basically manual, decentralized and based on Excel spreadsheets,” recalls Marroquin. “Being able to tell exactly how many devices of a certain type we have and where they are located at any given time, with only a few clicks, radically transformed our asset inventory process.”

### Tangible Six-Figure Savings from Business Value Benefits

A year after implementing the Forescout platform, Credit Human used the Forescout Business Value Assessment tool to assess in dollars the return on investment of its Forescout implementation. The ROI analysis showed annual benefits worth more than \$325,000, primarily from IT staff efficiencies, risk mitigation, business productivity benefits and IT infrastructure cost reductions. The five-year benefit was \$976,000. And that's before leveraging the Forescout platform for future use cases.

### Forescout to Play Critical Role in Company's Future Plans

In the future, Credit Human plans to use the Forescout platform to quickly and easily track devices as it consolidates its corporate headquarters from two locations to one. The company also plans to empower employees by implementing bring-your-own-device (BYOD) access over corporate Wi-Fi. To do so securely, Credit Human intends to integrate its MobileIron software with the Forescout platform, using the Forescout Extended Module for MobileIron®, and use the platform to monitor and control wireless access to the corporate network.

It's not only the platform that has Information Security Officer Marroquin looking forward to expanding Forescout's role within Credit Human. “I've been extremely impressed with Forescout people as well,” he says. “It's wonderful to have a vendor relationship like we have. The Forescout team goes above and beyond; they're just great to work with.”



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