



OfficeCare Case Study

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Financial services organization's bank accounts are compromised; IT security training and assessment eliminates further damage

Cincinnati-based financial services firm hires OfficeCare to provide IT security training and a security assessment after an employee downloads malware and compromises the company's financial accounts.

Organization Profile

A Cincinnati-based financial services firm whose name remains confidential due to the sensitive nature of IT security and the firm's clients.

Current Technology Environment

A windows based network, running Microsoft Exchange email and Microsoft Windows XP on the desktop. Mobile devices include email enabled iPhone.

Client Problem

An employee of the financial services firm downloaded a malicious trojan while browsing the internet. The trojan executed a program that tricked the employee into entering sensitive bank account information through a phishing scheme. The financial services firm is engaged in high profile transactions with other companies and private investors. Numerous bank and securities accounts are managed and accessed by the company. The firm cannot afford to have its financial information compromised.

OfficeCare's Solution

The financial services firm contacted OfficeCare's after hours emergency support when they suspected that their financial account information might have been compromised. OfficeCare's after hours support responded to the employee immediately, and provided advice on how to mitigate the security breach. OfficeCare dispatched a network engineer onsite to remove the trojan and prevent further security breaches.

The financial services firm then engaged OfficeCare to provide an IT security assessment and IT security awareness training. The assessment identified vulnerabilities in the company's IT infrastructure, and the IT security awareness training instructed the company's employees on proper IT security procedures. Since the initial security breach, the financial services firm has had no IT security breaches.

Expense Reduction

IT security assessments and awareness training are a risk mitigation tool. Security breaches can quickly cause the firm to lose a substantial amount of clients, and millions of dollars. In addition, the cost of customer and marketplace confidence loss would be devastating to the firm. As a result of OfficeCare's quick incident response and proactive security assessment and training, the financial services firm has not had any additional security breaches resulting in loss of money or clients.

The Bottom Line

The financial services firm is benefiting from proactive security threat mitigation-its employees and clients are better protected from the increasing number of IT security threats against its significant base of accounts and assets.