

Credit union goes **above and beyond** with “legendary service” and **security** for its membership

BAE Systems’ trusted provider status meets Jeanne D’Arc credit union’s standard of excellence for business defense in the Cloud

Jeanne D’Arc credit union	
Located	Lowell, MA
Founded	1912
Assets	\$1.1B
Members	70,000

For Denise Bouchard, Head of IT at Jeanne D’Arc Credit Union, it boils down to trust. “Our members place their full trust in us – to educate them, to provide them with the best financial products and services, and above all, they place their trust in us that their information is highly secure. We in turn demand that same trust from our vendors. And from that perspective – and many others – BAE Systems has met and exceeded our standards.”

Legendary Service

Jeanne D’Arc, headquartered in Lowell, Massachusetts, has seven branch offices in and around the area (plus two branches in area high schools for students and faculty). They take pride in delivering “legendary service” to their members. With a large immigrant population in the Lowell area, Jeanne D’Arc makes it a priority to educate members and build lifelong relationships. As Bouchard puts it, “Once a member, always a member.”

As a full service credit union, Jeanne D’Arc offers savings/checking accounts, credit and debit cards, mortgage, consumer and home equity loans, IRAs and more. As they’ve grown – especially in the past several years – they have increased the access and convenience available to members, offering ATMs, online banking and mobile access to their accounts and information.

Along with that convenience, however, comes significant security challenges that Jeanne D’Arc takes seriously.

Structured for Success

As head of IT, Bouchard manages three distinct groups within Jeanne D’Arc: a Systems team focused on in-house financial software; a Network team that oversees all computers, WAN/LAN, and network access; and a Security team that drives best practices for securing credit union and member data.

Says Bouchard, “Security has always been integral to us, but with services such as online banking and mobile access it becomes top of mind in everything we do. And with BAE Systems protecting our perimeter, securing our email, monitoring alerts 24/7, and providing reports and logs, I’m able to sleep well at night. We don’t have that level of resources or expertise in-house. They are the experts.”

Strength in Simplicity

A consolidated vendor approach helps strengthen Jeanne D'Arc's business defense posture and better manage costs. "Having a single vendor makes it much easier to work together and resolve any issues," says Bouchard.

BAE Systems provides Jeanne D'Arc with a range of cloud-based applications and cybersecurity solutions:

- Hosted Microsoft Exchange
- Encrypted Email
- Email Content Filtering
- Targeted Attack Prevention
- IDPS/Firewall Protection
- User-based Web Content Filtering
- Mobile Device Management
- Log Management and Reporting

A Long-term Relationship with BAE Systems

Over the course of almost ten years, BAE Systems solutions grew organically within Jeanne D'Arc as the credit union expanded its reach, increased membership and rolled out more sophisticated services. "All these factors contributed over time to us evaluating new security solutions and vendors, and ultimately implementing additional solutions through BAE Systems," says Bouchard.

Five years ago, for example, Jeanne D'Arc migrated to hosted Exchange in the cloud through BAE Systems. They added BAE Systems' Data Loss Prevention (DLP) solution to further ensure member data was secure (adding email encryption as an additional safeguard). They implemented BAE Systems' Mobile Device Management (MDM) solution to enable employees to securely access the network from mobile devices. And with the addition of Zero Day Protection (ZDP) services Jeanne D'Arc further hardened its network against potential breaches.

It's important to note that a less obvious, but equally salient benefit of working with BAE Systems is its status as one of the only security providers certified by the Federal Financial Institution Examination Council (FFIEC). Coming under the same scrutiny and regulatory requirements that banks and credit unions must adhere to affords BAE Systems a unique perspective among security providers.

"There's no doubt achieving regulatory compliance becomes more challenging each year," says Bouchard. "But with BAE Systems undergoing the same regulatory requirements as financial institutions – that's huge. When we meet with auditors, they clearly have the same level of confidence in the reporting, knowing that it's coming from BAE Systems."

Results

For Jeanne D'Arc, the key benefit of partnering with BAE Systems is a business defense position that enables them and their membership to transact business knowing their data is safe.

Additionally, partnering with a provider such as BAE Systems offers not only the economic benefits derived from an OpEx vs CapEx model, it enables Jeanne D'Arc to focus on its core accountabilities. "Knowing that BAE Systems is managing all that means a lot to us," says Bouchard. "We don't have to be concerned with system upgrades and redundancy and potential downtime."

Why choose BAE Systems and remain a loyal customer for so many years? "They have the trusted products that have worked for us," Bouchard says. "They keep our perimeter secure. We have not had a breach. We started many years ago with BAE Systems with the solid foundation of our firewall, and we've added or overlaid additional security solutions with BAE Systems over the years as we've needed them. I would definitely refer BAE Systems to other financial institutions."

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