

# The **benefits** of strategic outsourcing

Outsourcing puts Our Community Credit Union on the forefront of cyber security.

## Introduction

As the financial services industry continues its trend toward consolidation, institutions like Our Community Credit Union recognize the value – and the challenges – that inevitably accompany such disruption. “To stay competitive we have to continue to grow, yet still be able to deliver exceptional service to our membership,” says Lori Howland, Vice President of IT for Our Community Credit Union. “There’s no doubt our expansion plans, while critical, add significant pressures, not the least of which is ensuring our network and our members’ data are safe and secure.”

Our Community has relied on BAE Systems to manage its security since 2007, when they began to grow more expansively in both size and span of services, including offering their members online and mobile transactions. According to Howland, selecting BAE Systems “has been, and continues to be, a very good decision for us.”

## Sophisticated security on a budget

Headquartered in Shelton, WA, a former logging town, Our Community has seven branch offices, mostly in small, tight-knit communities. That profile, however, is beginning to change. In January 2014, for example, Our Community opened a branch office on Vashon Island, near Seattle. “We’ve performed extremely well in the smaller communities, but as our growth plans bring us closer to large cities throughout the state, the level of sophistication and capabilities we offer needs to change – and that also means the need for greater security,” according to Howland.

With limited staff, that can be challenging. “I maintain a small group of IT employees that are extremely busy with multiple projects,” says Howland. “The fact is, we simply can’t afford a dedicated security role. In today’s world, where cyber security is so important, we try to educate ourselves and stay on top of the alerts that come in. But having the time and expertise to stay at the forefront of security requirements and regulations is difficult, to say the least.”

For that reason, Howland has made BAE Systems their trusted security partner. BAE Systems provides Our Community with firewall protection, device management and threat management gateways at their headquarters and branch offices.

“With BAE Systems, we have the expertise and the professional monitoring in place to be confident our network is secure,” Howland states. “We know it’s being done right and that there is always someone there 24/7. It’s a necessity today, especially when resources are stretched thin.”

### Our Community Credit Union

Located:	Shelton, WA
Founded:	1941
Assets:	\$301M
Members:	27,000

BAE Systems stay current on the latest threats. We simply don’t have that kind of **expertise** inhouse

## Accelerated **Response times**

Howland says working with BAE Systems is like having an IT consultant within arm's reach at all times. "We consider BAE Systems to be a critical vendor for us," she says. "They've been invaluable. It's like having an extremely experienced and talented IT person on staff. We can call at any time, and it doesn't matter who we get on the phone, they're able to quickly resolve any issue we may be experiencing."

Whether Our Community is opening branch offices, updating older equipment with new security requirements, or implementing a new Disaster Recovery Center, BAE Systems has delivered for them. "Things like mobile and online banking to in-building cameras open new security vulnerabilities, and we need to have everything up and running 24/7 for our members," stresses Howland. "BAE's response times, their expertise and pricing, have been exceptional."

## Meeting regulatory **standards**

As the regulatory climate inevitably becomes more rigorous, the value BAE Systems brings to Our Community is enhanced. As one of the only vendors to be certified by the Federal Financial Institutions Examination Council (FFIEC), the benefits of working with BAE Systems extend beyond simply securing data and managing firewalls.

Reporting and assistance in preparing for regulatory audits represent a significant value BAE Systems brings to its clients. "When it comes to the yearly audits, the examiners are always pleased to know we work with BAE Systems," says Howland. "It makes a rather complex process much easier and faster for everyone involved."

## Accelerated **Response times**

Howland says the impact BAE Systems' expertise has had on Our Community – from security, regulatory and economic perspectives – is straightforward to calculate. "First, BAE Systems delivers the cyber security capabilities we as an organization just don't have the knowledge or expertise to provide," says Howland. "That's the most important benefit. They stay current on the latest threats, and they're able to provide superior monitoring and security for our network and member data. We simply don't have that kind of expertise inhouse, and we rest easy knowing that dedicated professionals are monitoring our network 24/7."

From a cost perspective, adding a full-time staff for security is simply out of reach for Our Community, making outsourcing that specialized expertise the most economical choice. "Having a full-staff of security personnel in-house is cost-prohibitive for us," says Howland. "Not to mention how difficult it is today to recruit employees that have the right skill sets. Between salaries and benefits and the cost of keeping that staff trained and certified on the latest threats and best practices, our decision to go with BAE Systems is clearly the right fit for us."

With BAE Systems, it's like having an **extremely experienced** and talented IT person on staff.

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