



Your security is our business.

## Challenge

Benchmark the credit union's information security program against security and privacy compliance requirements

## Solution

GLBA TouchStone™ Services from Allied InfoSecurity

## Benefits

- Objective evaluation of the credit union's security infrastructure, policies, and procedures.
- Expert assistance in developing and presenting a roadmap for continuous improvement.
- Comparison of information security program against other credit unions and large financial institutions.

## Case Study:



The American Heritage Federal Credit Union traces its roots to 1948, when it began serving employees of the Budd Manufacturing Company. In 1985, the Philadelphia-based credit union assumed its current name to reflect the growth and diversity of its affiliated companies and members. Today, American Heritage is one of the top seven credit unions in Pennsylvania—with over 700 companies, about 85,000 members, and \$620 million in assets.

As a credit union, American Heritage is bound by the requirements of the Financial Modernization Act of 1999, also known as the Gramm-Leach-Bliley Act (GLBA). With provisions to protect consumer personal financial information, GLBA has created rigorous security standards and regulations requiring financial institution to develop, implement, and maintain comprehensive information security programs. Under GLBA, American Heritage's program must contain administrative, technical, and physical safeguards that are appropriate to its size and complexity, the nature and scope of its activities, and the sensitivity of the customer information at issue.

In addition, American Heritage is required to comply with National Credit Union Administration (NCUA) rules and regulations and various state-level data breach requirements.

As President/CEO Bruce Foulke explains, the credit union has long had an information security and compliance program in place. To help validate the in-house team's efforts—while identifying any areas in need of improvement—the credit union recently sought an objective, third-party assessment.

“Compliance requirements are complex,” Foulke says. “We wanted to know where we stand from a third party's perspective. We also wanted in-depth, objective recommendations to guide us going forward.”

For assistance, Foulke and Kevin Tressel, Vice President of Information Systems, enlisted the seasoned security practitioners from Allied InfoSecurity. From the beginning, Foulke and Tressel say they were impressed by the team's extensive experience in the financial services industry in general and with GLBA compliance in particular. They were also impressed with the assessment, which, they say, had some immediate—and significant—impacts.

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## About Allied InfoSecurity, Inc.

An independent company focused only on security and staffed by certified security professionals, Allied InfoSecurity is a consulting and outsourcing provider that helps businesses improve and manage their information security programs, mitigate risk, and respond to regulatory and marketplace demands more quickly and effectively than they could on their own. As a world-class information security partner, we help our customers address complex legal and regulatory requirements and rising customer awareness and expectations about the safe handling of sensitive information while empowering them to focus on their core business objectives.

Allied InfoSecurity offers a full spectrum of industry-specific, best practices-driven services based on a cost-effective, pragmatic, and defensible approach that meets information security needs and helps minimize liability. Our products include technical assessments, compliance and certification services, computer forensics, employee awareness and training programs, and comprehensive security program development and management.

As an Allied TouchStone™ assessment, the engagement included an information security rating through the Allied InfoSecurity Appraisal System™: “At the end, we received a comprehensive rating of our security program,” Foulke explains. “It told us how strong we are in a lot of different areas, and it showed where we are based on the strength of our security infrastructure. We now have something quantifiable—and a goal to shoot for.”

Indeed, as Tressel notes, the assessment made everyone in the organization aware that security and compliance issues should be handled quickly. “It helps to have an independent third party say, ‘If you want to be using best practices, here’s what you need to do,’” he says.

Just as important, the Allied InfoSecurity team provided a clear roadmap of recommended actions with a suggested timeline. That roadmap has already been presented to American Heritage’s Board of Directors.

“The Board really enjoyed hearing the presentation by Allied InfoSecurity,” Foulke says. “It helped clarify what we need to do as an organization, as well as what their duties and responsibilities are as our Board.” Foulke adds that it was also a valuable opportunity for third-party reinforcement of the many positive activities already underway at American Heritage.

Foulke and Tressel readily acknowledge that addressing GLBA compliance is a lot of work—and an ongoing process that requires commitment from the Board of Directors and senior management team. And while compliance is inherently complex, their advice to peers facing similar challenges is simple: “Working with a third party is a positive step,” Tressel says. “When you’re responsible for day-to-day operations and information security, it’s like working on a car while you’re driving it. Getting outside help delivers the resources you need to manage compliance effectively.”

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