

United Bank

United Bank thinks of NetVision as another productive member of the team.

"It's not just a metaphor to say that NetVision acts like another United Bank employee. Because we're a bank, our audit staff comes from a financial background. Rather than hire a technology auditor, NetVision plays the very critical role of providing clear reports about access rights and user behavior without requiring non-technical auditors to sift through system logs or other technical jargon. NetVision actually eliminated the need for us to hire another employee."

*- Steven Piubeni, Assistant Vice President, Information Systems
United Bank*

United Bank

United Bank is a federally chartered bank that has been doing business in the greater Springfield Massachusetts area since 1882. Today, United Bank has over \$1 billion in assets. Its holding company, United Financial Bancorp, Inc. is traded on the NASDAQ Global Select Market under the symbol UBNK.

As a full service bank offering personal banking, commercial banking, lending, and a full range of investment and insurance products and services, as well as financial, estate and retirement planning, United Bank is very concerned about information security and privacy issues.

When evaluating audit solutions, there were two things on United Bank's wish-list:

The bank wanted to give employees power and functionality to perform their jobs with ease and without unwarranted restrictions. Yet, they needed to maintain security and audit-ability.

The bank wanted a solution that integrated tightly with the directory to get access to vital information that isn't available in the system logs.

NetVision Delivered

NetVision enables you to monitor and report on user activity so that you don't have to unnecessarily restrict people's permissions.

NetVision integrates directly with the directory and file system to collect accurate information with no reliance on system logs.

NetVision Core Capabilities

- **Automated reports** that identify accounts, status, permissions, group memberships, and other relevant identity and access information.
- **Real-time monitoring** that evaluates policies, provides alerts, and captures previously unavailable information such as failed attempts, before and after values, or certain attribute changes.



United Bank Interesting Use Cases

File System – A few times each month, a bank employee accidentally moves a file or folder during a Windows drag-and-drop activity. These human errors have cost the helpdesk organization “tons of time” according to Information Systems personnel. Affected employees call asking where the files or folders have gone and that results in hours wasted searching the folder tree for missing files.

With NetVision in place, the bank saves time and money by proactively seeing folder moves and fixing the problem before they even start to get phone calls.

Branch Administration – Part of the bank’s disaster recovery plan includes local administrator accounts for each branch office. These would be used to manage a portion of the directory locally in the event of catastrophic network outage. Auditors typically don’t like active local accounts with elevated permissions. Thanks to NetVision, it’s not an issue for United Bank’s auditors.

NetVision sends immediate alerts any time the local accounts are used. So, if someone were to attempt to guess or crack the password for one of those accounts, NetVision would raise an immediate flag so that action could be taken to prevent the attack. And if the account was used by an insider who was given the password, NetVision still sends alerts and logs the time, date, server used, and keeps an audit trail of any changes made during the session.

Challenge

- Audit of technical information by non-technical auditors
- User errors leading to helpdesk costs
- Recovery plan unfavorable to auditors
- Want full information from systems

Solution

- Automated reports provide answers to non-technical personnel
- Monitoring alerts helpdesk of user errors
- Oversight of recovery plan accounts
- Independent, at-the-source event collection

Value

- Reduced cost and effort for security audits
- Reduced cost and effort for helpdesk response
- Recovery plan approved by auditors
- Complete audit trail and non-repudiable information collected

Founded in 1995, NetVision is a pioneer in identity & access monitoring and reporting. NetVision provides periodic assessment and real-time monitoring capabilities with superior event filtering and from-the-source data collection. NetVision is focused on providing relevant answers to critical identity & access questions across platforms on core network directories and file systems.



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