

# McHenry Savings Bank

## Case study – Financial Services



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### Overview

McHenry Savings Bank is a community bank that has served the 308,000 residents of McHenry County, Illinois USA since 1955. It currently has three main branches and has 67 full time employees, for whom providing quality customer service is an utmost priority.

### Business challenge

For all financial organizations information security is a top priority. Banks handle vast amounts of critical information – such as customer contact details and transaction histories, all of which need to be wholly protected – and McHenry is no different. Any bank that is found to breach strict regulation around data loss can face severe monetary fines from the Consumer Financial Protection Bureau (CFPB), whether that be for a malicious data breach or an employee accidentally sharing the wrong file.

McHenry was using a standard data loss prevention solution in conjunction with an email spam filtering solution. However, this legacy infrastructure posed problems, with

employees complaining about emails never being received or sent, thereby creating a severe bottleneck on the company's overall productivity.

*"We found that different exchanges weren't compatible with each other which was a major failing of the security systems we had in place. For example, one of our attorneys was using a Yahoo DNS which wasn't compatible with our system and held up vital legal correspondence."* said Bryan Nash, CIO, McHenry Savings Bank.

As well as emails not arriving at their intended destination, McHenry's former DLP solution was adding a tremendous amount of latency to the overall security process. This was because the solution scanned emails before going through a gateway, meaning that sometimes it could take up to 20 minutes to send a simple, straightforward email.

*"People expect email to be instantaneous – they don't expect to have to sit around for minutes at a time to receive it. The delays were causing noticeable frustration and disgruntlement amongst our employees,"* added Nash.

## About Clearswift

Clearswift is trusted by organizations globally to protect their critical information, giving them the freedom to securely collaborate and drive business growth. Our unique technology supports a straightforward and 'adaptive' data loss prevention solution, avoiding the risk of business interruption and enabling organizations to have 100% visibility of their critical information 100% of the time.

Clearswift operates world-wide, having regional headquarters in Europe, Asia Pacific and the United States. Clearswift has a partner network of more than 900 resellers across the globe.

More information is available at [www.clearswift.com](http://www.clearswift.com)

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## Clearswift solution

Following regular end-user complaints, the IT team carried out an audit of its IT infrastructure and opted for a complete overhaul of its email security system.

After considering offerings from a number of vendors, Nash and his team opted for Clearswift's Adaptive Redaction solution, integrated with the Clearswift SECURE Email Gateway (SEG).

*"We really needed a technology that could provide top level data loss prevention, whilst not getting in the way of employees' work. We found that Clearswift stood head and shoulders above every other vendors' offerings as it really offered a unique package – Adaptive DLP functionality, with Adaptive Redaction and customer support like nobody else,"* said Nash.

Nash implemented structural sanitization, document sanitization and data redaction on the SECURE Email Gateway to provide resilient email security screening, directly replacing the traditional DLP technology that was previously in use. Inbound and outbound emails are scanned at the gateway for any critical information, where anything deemed to be sensitive or malicious is automatically redacted, whilst the rest of the email is allowed to be sent.

Another key decider, explains Nash, is that the Clearswift solution is compatible with any mail system. As a result, employees can be sure that their email is being sent and received, which is something that couldn't be guaranteed before.

## Roi and benefits

Nash says that as the Clearswift solution works at the gateway, emails no longer need to go through several layers of processing to be securely sent. This has drastically reduced latency, whilst ensuring that any critical information will not leave the organization nor malicious content enter. The fact that the solution is managed in-house means that the IT team can easily adjust policies and controls if need be. This is a tremendous advantage over a cloud-based security solution, where changing settings can be onerous.

As well as benefiting from instantaneous and secure email, employees are also learning from the solution. As policies are set so that critical information is redacted and only certain document formats can be sent, they are picking up correct security etiquette and ensuring they aren't in breach of regulation. The Adaptive Redaction technology ensures that critical information is not shared with unauthorized parties, without prohibiting collaboration that is necessary for business operations.

*"You never truly know if a colleague you work with could do something malicious,"* commented Nash. *"I'd say 99% of the time that sensitive data is leaked it's accidental but if it happens, it won't cause us any harm because we can be rest assured that we can stop it."*

Since implementing the Clearswift solution, Nash and his team have also found that they have significantly more time to focus on more strategic tasks. In the previous environment, the team would spend hours every week trying to resolve issues such as unsent mail and general maintenance. He explains that since everything is automated, time spent on day-to-day maintenance is now reduced to about half an hour. This time makes all the difference in having the ability to focus on the next IT implementation to take the business to the next level rather than spending time on a routine tactical fix.

*"To sum up the best thing about Clearswift's solution in one line – it would be 'ease of use',"* says Nash. *"You set it up and let it run its magic."*

Putting the icing on the cake, he adds, is Clearswift's customer support. *"Every company wants to get their customer service right, and it's obvious that Clearswift have it nailed. It's something that you don't see very often at all from many companies these days."*