



EAGLE BANK

Keeps Deposits and Customer Data Safe with Imprivata OneSign®

THE BUSINESS CHALLENGE

In the old days, protecting a bank's assets meant keeping the safe locked and the combination a secret. Not so anymore. In banks today, every unprotected information access device is the equivalent of an open safe. Without strictly-enforced security procedures, including strong password protection, a bank's assets are left vulnerable. Any person with malicious intent can simply hack into the bank's computer system – stealing confidential customer data or wreaking havoc on banking applications or databases – without even breaking a sweat.

Eagle Bank, a mutual bank with over \$430 million in assets headquartered in Everett, Massachusetts, realized this a few years ago when a security audit revealed that the bank was vulnerable to hacking due to inadequate password protection. Although the bank had a strict password policy, it was finding it difficult to enforce. Employees were using a growing number of applications, many of which required a unique password for access. This made it increasingly difficult for Eagle Bank employees to remember their passwords, which led them to write passwords down and leave them in plain view on their desktops where anyone could steal them to gain unauthorized access.



Passwords were becoming a headache for the bank's IT department, as well. Employees who forgot their passwords were contacting the IT help desk regarding password reset calls. According to Eagle Bank CIO Paula Chesbrough, "40 to 50 percent of our helpdesk calls stemmed from password related issues. It was taking up time that we didn't have. Plus, user frustration was increasing while productivity was decreasing, because employees kept getting locked out of their systems."

The Gramm-Leach-Bliley Act (GLBA) of 1999 formalized Eagle Bank's decision to find a solution to its password problem. GLBA requires that customer data at financial institutions be kept secure and private. Ms. Chesbrough notes, "It's part of our corporate mission to be compliant with GLBA. Our goal is to make sure that customer data is not compromised by unauthorized access."

“OneSign is a clear cut solution that was easy to implement and has a quick learning curve. OneSign delivered what it promised.”

– Paula Chesbrough,
CIO,
Eagle Bank



THE IMPRIVATA ONESIGN SOLUTION

Eagle Bank's IT team was finding it difficult to implement strong passwords, that is, passwords with at least eight characters, both alpha and numeric, with no dictionary words, and no user associations. The problem stemmed from the plethora of legacy applications used by the banking industry. Legacy applications typically do not support the expansion of fields necessary to have eight-character passwords.

Ms. Chesbrough and her team began looking at single sign-on (SSO) solutions to alleviate the bank's password problems and to increase system security. Key selection criteria included ease of use and administration, non-intrusiveness, and support for strong passwords. The team evaluated several products before choosing Imprivata OneSign®. Ms. Chesbrough says, "I looked at other solutions pretty thoroughly. When I talked with providers, I couldn't get a sense for how their solutions would work. I found this to be troubling, because if I couldn't understand their product, how was I supposed to administer it? OneSign, on the other hand, is a clear cut solution that is easy to implement and has a quick learning curve."

OneSign also met the bank's goal of low cost of ownership, a big plus in today's budget-constrained environment. Competing solutions required either a high-salaried network-level administrator or an additional IT person for ongoing management. With OneSign, Eagle Bank did not have to hire anyone to run it. In fact, "Many of the SSO solutions out there actually create problems rather than solving them," said Chesbrough. "That's not the direction you want to go in. We were looking for a competitively-priced solution that would free up time and make our jobs easier. We found it with OneSign."

THE RESULTS

Currently, OneSign is being used by employees in several departments, including operations, marketing, accounting and administration. Full deployment to Eagle Bank's seven branch locations is scheduled for later this year. Ms. Chesbrough notes, "We were very pleased with the ease of installation, and the immediate reduction in helpdesk calls. We feel our system is much more secure, because all of the applications we use, including Web-based and legacy, are SSO-enabled. OneSign delivered what it promised."

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