

HORRY COUNTY STATE BANK

CASE STUDY

INDUSTRY:
Finance

WEBSENSE INTEGRATION:
Websense Hosted Web Security

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Brett Roth
Assistant vice president of IT,
Horry County State Bank



Horry County State Bank Invests in Websense Hosted Web Security to Protect its Community

Horry County State Bank (HCSB) opened in 1988 with a single office. Its commitment has always been to provide quality banking services and to be a leader in the financial support of the communities they serve. HCSB has since expanded its market area substantially to include most of Horry County, South Carolina, as well as the southern portion of Columbus County, North Carolina. This network includes 12 full-service banking offices. Through all this growth, HCSB has maintained the image of a community-oriented, small-town institution.

Situation

When the Internet was first introduced to the company, HCSB controlled access through its firewall. The firewall offered a sort of all-or-nothing approach, so they granted managers full access and limited access for regular employees to a short list of specific URLs. They figured that employees were busy with the work at hand and never suspected that some employees would abuse the privilege. Then one day Candy Fowler, senior vice president of operations, logged on to a computer remotely to assist a loan officer in finalizing a loan. She inadvertently accessed the wrong computer, and what she saw on the remote user's screen was not only unrelated to the work at hand, it was offensive. She realized she had a problem.

She engaged Brett Roth, assistant vice president of IT, to find a solution. Roth had read that the average employee spends an hour or more surfing the Internet during the workday. He knew that if this was the norm at HCSB, not only was productivity impacted, but the door was open for viruses, malware and spyware to infect the network. A bit of research on his network showed that most offenders were involved in online shopping—engaging in financial transactions that invited phishing attacks that could put the bank at risk. Roth realized that many of his users needed to be on the Web, so he couldn't block Internet access entirely. He needed a flexible, customizable solution that he could apply based on users' business needs. Roth initially tried controlling Web access by using his Check Point Firewall, but that turned out to be cumbersome and ineffective. He essentially had the choice of full access, or alternatively, extremely limited access. He evaluated solutions offered by Symantec and was not impressed—he needed something that was both flexible and easy to manage.

Solution: Websense Hosted Web Security

Roth read about the hosted solution offered by Websense. He was aware of the Websense reputation, so that made his decision easy. He says, "If it were a new company I would have been leery. SurfControl (now Websense) had such a good reputation that I knew I couldn't go wrong." He checked out Websense Hosted Web Security and was pleased to discover that the protection not only covered his desktop computers but extended to mobile laptop workers at home or on the road—without having the bother of installing software on each computer. With Websense Hosted Web Security, he could determine what level of access was appropriate, according to the level and needs of the employees.

Benefits: Hosted Solution Eases IT Burden

Roth was delighted that Websense hosts the servers, and that he no longer had to spend hours trying to make his firewall do more than it was intended to do. He didn't need to allocate space for additional equipment and attend to it. He'd already spent countless hours, fruitlessly trying to repair two machines that were devastated by malware—that should never happen again. With Websense Hosted Web Security, he says, "Employees don't need to call me when they can't access a site any more. Chances are good that if it's a site they need access to, they can get to it. It saves time for all of us."

Increased Productivity

When Roth first installed Websense Hosted Web Security, he found that as many as 75 percent of employees were surfing unauthorized Web sites—putting both the computers and sensitive bank information at risk. Production was impacted as well. As Fowler, his senior vice president, noted, “No one goes to a shopping site just to make a quick purchase. Folks get caught up in shopping and time slips by, and before you know it, we’ve lost an hour or more of work time.” With Websense, both Roth and Fowler are confident that their staff is more productive and more focused on the work at hand.

Reduced Exposure to Risky Downloads

Roth claims that he has already lost the information on two computers from viruses and malware, introduced by staff when they unknowingly allowed risky downloads. “Because of accidental downloads of malicious software, the hard drives had to be reformatted—all the information they had once held was lost. The laptop users seem to be at the greatest risk,” says Roth. Although shopping is where most of the staff spends their unauthorized Web time, both Roth and Fowler expressed concern at rare, but offensive, downloads and graphics that can put them at risk. Websense has reduced that risk and extended protection to laptops—without the cumbersome management of a laptop client.

Easy Installation, Easy Management

Roth notes that Websense was easy to install and gives him the flexibility he needs to make changes on the fly. If an employee moves into a new position and needs greater access, it’s a simple task for Roth to update their policies. He says, “I just go to the secure Web portal, make my groups and apply them. This product is as slick as glass!”

About Websense

Websense, Inc. (NASDAQ: WBSN) is the worldwide leader in Web filtering, and the premier provider of Web security and desktop security software. Websense products are preferred by leading Fortune 500 and FTSE customers, as well as government agencies and educational institutions. Websense products increase employee Internet productivity and secure organizations from emerging Internet threats by providing a proactive Web security component that compliments traditional security solutions. Only Websense delivers flexible, integrated policy enforcement at the Internet gateway, network, desktop, and remotely with over 22 million seats under subscription, ranging in size from 100-person firms to many of the world’s largest corporations.

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