

FIRST FINANCIAL BANK

Case study



First Financial Bank, with assets totaling over \$14 billion and a workforce of 1,415 employees across 83 offices, faced significant challenges in managing, monitoring, and reporting on cyber risk. The bank needed an efficient, integrated solution to handle incident monitoring and response while strengthening its overall cyber risk management program.

A Comprehensive Solution

Before partnering with DefenseStorm, First Financial Bank struggled with a disjointed cybersecurity solution. As John Lovell, Senior Security Analyst at First Financial Bank, expressed, “I’ve worked in a world where no SIEM existed, and that’s a nightmare. Trying to figure out what might be going on, especially in the middle of an incident, was incredibly time-consuming and inefficient.” DefenseStorm’s unified platform offers numerous benefits similar to a SIEM, yet it delivers significantly more. “With DefenseStorm, you don’t need to navigate through multiple systems to piece information together. Having all this information consolidated into one place is immensely beneficial.” With its comprehensive, integrated platform, DefenseStorm provides a unified solution that significantly improves the bank’s ability to manage, mitigate, and report cyber events. “DefenseStorm’s Threat Surveillance product and CTS Ops service make it so you don’t have to jump between 15 different spots just to try and piece something together,” says Lovell. The platform’s ability to centralize data and provide detailed analysis was a game-changer. Lovell further highlights the efficiency gained in incident response: “Using DefenseStorm, we’re already starting at Step 5 rather than from scratch like with our old provider. This efficiency is incredibly helpful, especially when time is limited for triaging issues.” The support provided by the DefenseStorm CTS Ops team is also notable. “The team at DefenseStorm, who handle much of the detailed analysis, has been remarkable,” Lovell notes. This is in stark contrast to their previous MSP, which often left them in the dark. “What we noticed with DefenseStorm almost immediately was the quality of the information provided. DefenseStorm’s analysis is just miles ahead of anything we’ve ever experienced before.”

Enhanced Governance and Risk Assessment

The governance module within DefenseStorm significantly enhanced First Financial Bank’s cybersecurity maturity. Cynthia Suarez, SVP CISO, shared how the integration of task schedules and evidence storage streamlined their audit preparation process: “Going into an exam, it’s going to look so much more consistent, and it shows a level of maturity that we didn’t ever have before. Everything before was all in spreadsheets, and the data was all over the place. But this way, it’s all stored in one spot and easily accessible.”

Lovell also emphasized the shift from qualitative to quantitative risk assessment, facilitated by the risk assessment module provided by DefenseStorm’s GRID Active “We have the ability to link some quantitative data to the risk assessment which we never had before. This allows for a more accurate and evidence-based evaluation of risks.”

“DefenseStorm’s Cyber Risk Management program has given First Financial Bank a level of maturity that was previously missing, leading to a more structured and mature approach to managing user access reviews and other governance-related tasks.”

Cynthia Suarez, SVP CISO
First Financial Bank

First Financial Bank’s partnership with DefenseStorm has been transformative. The bank now functions with a more efficient, integrated cyber risk management solution that supports their small team, enhances their ability to respond to threats, and improves their ability to assess and monitor risk. With DefenseStorm, First Financial Bank has not only improved their cybersecurity posture but also set a new standard for efficiency and effectiveness in the financial sector.