

Pasadena Federal Credit Union Testimonial

Pasadena Federal Credit Union, which has over \$275 million in assets and serves approximately 14,000 members, signed with DefenseStorm in March 2023. Within a few months, a proactive incident response proved that selecting DefenseStorm as their cyber risk management solution was the right decision.

A New Ally in Cybersecurity

Pasadena FCU IT Specialist II, Son Dinh, stated that the credit union was consistently disappointed in their previous IT vendors, so they began the daunting task of shopping around for a cyber risk management solution. Their MSP, Pure IT, recommended DefenseStorm, a leading cybersecurity provider that specializes in the financial industry vertical. Pasadena FCU interviewed a few vendors and saw a stark difference between the level of attentiveness and engagement from the very first interaction. "When we began shopping around, we didn't just want a service or a product. We wanted a relationship - a partner. In our first calls and demo with DefenseStorm, they had a team of employees attend to answer questions and provided a thorough explanation of the platform and functionality, going more in-depth than the other providers."

A Proactive Response

In July 2023, Son had difficulty connecting with one of the credit union's vendors that provides technology solutions for financial institutions and submitted a ticket to address the issue. The response was that it was simply a discrepancy with the host provider. Three days later, still battling problems, Son then requested an update and received no response to the inquiry. That same day, DefenseStorm contacted Son to verify whether Pasadena FCU was utilizing that particular vendor because an "incident" had been reported. DefenseStorm then informed Son that the vendor was holding a town hall meeting to discuss the breach and suggested he attend. "An alarm bell went off in my head," stated Son. He realized there was a correlation between the silence in response to his ticket inquiry and the breach.

The reported incident and town hall meeting were unknown to the credit union's IT team because the vendor failed to communicate the information. Son prioritizes any information that aids in their ability to provide best in class protection against threats and feels transparency is vital so the proper precautions are made. Upon receiving the call from DefenseStorm, Son then promptly took steps to protect their FI by reporting the details to his team and contacting the vendor. Son and his supervisor attended the town hall meetings where the vendor's legal team addressed the breach, but, according to Son, "If DefenseStorm wasn't proactive in checking in with us, then the timeline might have played out differently. The town hall meeting would have passed, and Pasadena FCU would have been left completely out."

"It was in that proactive phone call from DefenseStorm, just months after signing, that proved a true return on investment in our new partner."