DEFENSESTORM +
THE BEST OFFENSE.

Reliant Credit Union
Case study

Reliant Credit Union, with assets amounting to nearly $700M and a membership of 46,615, serves its community through ten offices and a committed team of 171 employees. As cybersecurity threats became more sophisticated, the credit union faced challenges in managing and mitigating risks effectively. Reliant recognized this urgent need and embarked on a transformative journey to enhance its ability to monitor, manage, and report on cyber events.

Before leveraging DefenseStorm's suite of products and services, Reliant depended on manual processes and disparate tools, which were both time-consuming and inefficient. Trevor Lerkins, VP of Information Technology at Reliant, recalls, "We were using another solution for many years, and it just became so onerous that there was no way an organization our size could do an adequate job."

One of the first steps was to enhance their threat surveillance capabilities. "The monitoring that DefenseStorm has put in place, as well as many of the event triggers that their event service helps configure, have been very helpful," says Lerkins. Since partnering with DefenseStorm in 2022, Reliant has benefited from 24/7/365 monitoring, ensuring that any critical events are promptly identified and addressed. DefenseStorm's CTS Ops team plays a crucial role in supporting Reliant's cybersecurity efforts. "We have been extremely satisfied with the support that team has offered, as well as the knowledge and expertise," Lerkins notes. "The 24/7 availability of knowledgeable staff to address concerns, even in the middle of the night, has significantly improved operational efficiency and response times."

Reliant also leveraged DefenseStorm's risk assessment and governance modules to streamline compliance and internal audits. "We moved all of our audits, internal audits, and compliance tasks into the DefenseStorm governance module for centralized management," says Lerkins. This approach has ensured a more organized and efficient way to track progress and meet regulatory requirements. "The risk assessment module has improved our risk management program, providing a clearer picture of our risk profile and control effectiveness," explains Lerkins. The module's structured and constantly updated risk framework allows for better visibility and management of potential threats.

> *"DefenseStorm has been essential in simplifying our reporting procedures and providing the necessary information to our board and committees. The data's clarity and thoroughness, often illustrated through intuitive charts and graphs, have greatly improved understanding and decision-making for even those with limited technical expertise."*
>
> **Trevor Lerkins**
> **VP of Information Technology**
> **Reliant Credit Union**

The implementation of DefenseStorm's comprehensive cyber risk management solutions have yielded remarkable results for Reliant. The credit union has seen a substantial improvement in its ability to monitor, manage, and report on cyber events while enhancing their ability to prepare and execute audits. Reliant's partnership with DefenseStorm exemplifies how integrating advanced cybersecurity solutions can transform an organization's ability to safeguard against digital threats and prove compliance to regulations. By leveraging DefenseStorm's threat surveillance, risk assessment, and governance products and CTS Ops services, Reliant has fortified its defenses and ensured a secure environment for its members.

> *"I can't say enough good things about the frameworks and the task schedules that are already available to us and are clearly financial industry–focused. It's been extremely beneficial to have a partner who is focused on our industry from a tool and software perspective. It's just such a time saver to have a solution that is built for our industry."*