

Listerhill Credit Union Testimonial

Listerhill Credit Union, which has over \$1 billion in assets and serves approximately 94,000 members, signed with DefenseStorm in 2019, then renewed in 2022. Listerhill Credit Union is guided by core values that include prioritization of safety and soundness in cybersecurity and expressed their confidence in the ability to rely on a partner like DefenseStorm to provide that for their members.

Focused Approach

Tres Coker, VP of Network Administration at Listerhill Credit Union, explained that "before partnering with DefenseStorm, it was kind of a hodgepodge of technology efforts throughout the credit union." Those efforts were led by the IT department but there was nobody dedicated to cybersecurity functions; it was part of everyone's role. However, as cybersecurity threats increased, they realized the need for a more focused approach to ensure the security of their members. This led them to partner with DefenseStorm, who provides the expertise needed to supplement the skill sets they lacked internally while achieving their cybersecurity goals and enhancing the overall safety and stability of the credit union for its members.

Powerful Partnership

DefenseStorm isn't just a vendor-customer relationship; it's personal. We know them by name, can call them after hours, we can even joke with them, and it's that personal relationship that I really enjoy.

- Benjamin Ragan, Information Security Officer

"Listerhill Credit Union has a host of dedicated and valuable employees but we don't possess all of the skill sets to meet our cybersecurity needs," says Mr. Coker. "We rely on our vendors to get us there. It means more when they are partners, not just people we pay and call every once in awhile." Listerhill CU has benefited from the expertise of the DefenseStorm team to fill in the skills gaps, provide 24/7/365 monitoring which allows the credit union to more effectively and proactively monitor for threats, and create a more streamlined approach to reporting. Information Security Officer, Benjamin Ragan, explains "I'm the one who works with the federal regulators. They audit us every year, and the compliance portion within the DefenseStorm product is practically a "set and forget." You set the task, upload the documents that you request at the time, and when you have to provide that report to the examiners, it's 2-3 buttons. It's downloaded, you're sent one file, and you're done."

DefenseStorm's dedication to the financial services niche is what Mr. Ragan believes sets them apart from other cyber risk management solutions that just don't understand the intricacies of the industry. A strong cybersecurity posture and effective tools provided by DefenseStorm helps Listerhill CU stay ahead of cybercriminals to better protect their membership.

"DefenseStorm has really proven valuable in helping us create our cybersecurity foundation to establish a baseline of where we needed to be, where we needed to go in the future, and to the point where we are today. I don't know if we could have gotten there without them.

- Tres Coker, VP of Network Administration