DARKTRACE

TruWest Credit Union

Overview

Industry

○ Financial Services

Challenge

○ Advanced cyber-attacks specifically targeting the financial services sector

○ Insufficient network visibility to counter insider threat and lateral movement

○ Limited visibility and control of data stored in the cloud

○ Imperative of protecting personally identifiable information

Results

○ Real-time detection of and response to in-progress threats

○ Achieved 100% network visibility for the first time

○ Ability to identify subtle threats in the cloud, including insiders

○ Real-time and around-the-clock coverage via Darktrace Antigena

Business Background

Founded in 1952, TruWest Credit Union is a prominent, member-owned cooperative that offers financial services to the Phoenix and Austin metropolitan areas. With more than 80,000 members and 12 branch locations, its security team must now confront the major organizational hazards faced by all large financial services firms, whose lucrative assets render them attractive targets for today's most advanced cyber-criminals.

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>
> Chris Sprague
> Security Engineer, TruWest Credit Union

Challenge

Modern financial companies manage vast quantities of sensitive personal data, confidential market information, and money: all attractive assets for advanced threat actors. Indeed, the financial services industry has suffered more cyber security incidents than any other economic sector in each of the last two years.

Further exacerbating these concerns is the industry's increasing digitization, as well as its adoption of hybrid infrastructures. As an innovative player in the trade, TruWest recently migrated critical data to the cloud to increase efficiency and cut costs. Yet from a security perspective, this shift has also expanded the attack surface and introduced new blind spots through which attackers can gain a foothold.

In addition to the vulnerabilities exposed by the cloud, TruWest was also cognizant of the devastating potential of insider threat, which evades the detection of traditional security tools. With neither the complete network visibility nor the adaptive cyber defenses required to counter these threats, TruWest sought a fundamentally unique solution that could autonomously identify and respond to cyber-attacks at an early stage.

Solution

Following a quick and seamless installation, TruWest deployed Darktrace's Enterprise Immune System for a four-week Proof of Value trial period. By leveraging unsupervised machine learning rooted in probabilistic mathematics, Darktrace's cyber AI learned a 'pattern of life' for every unique user and device in the business, rather than pre-defining 'benign' activity in advance or training the system on rules or signatures. Instead, Darktrace's self-learning technology continuously refines its understanding of 'normal' and 'abnormal' as it evolves, enabling it to flag high-confidence if subtle threats which deviate from the norm.

TruWest also deployed Darktrace Cloud in its third-party cloud environment to gain complete visibility of what had previously been a key blind spot. Darktrace allows the organization's security team to triage and investigate innovative cyber-threats, regardless of where they originate in its cloud-integrated network, and regardless of whether those threats have ever been seen before.

"With the complexity of today's security landscape, Darktrace brings nearly immediate value," said Chris Sprague, Security Engineer at TruWest.

Once a threat is detected, Darktrace Antigena — the world's first proven autonomous response technology on the market — surgically neutralizes the attack in real time. Given that machine-speed ransomware and other threats can strike at any time, TruWest has found Darktrace Antigena's around-the-clock, real-time protection to be invaluable.

"I was very pleasantly surprised to find that Darktrace brought actionable intelligence with very little effort on the part of our security team," commented Sprague. "I would recommend Darktrace to anybody looking to supplement their security with 24/7 machine learning."

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Benefits

Within just one week of deploying Darktrace, TruWest saw the technology's tangible, wide-ranging benefits firsthand. In particular, TruWest's security team gained visibility, for the first time, into its internal network traffic — a critical improvement given that nearly three-quarters of security breaches are caused by insiders. Whether such insiders maliciously exfiltrate valuable data or inadvertently compromise their networks because of human error, TruWest can now detect and respond to insider threat in real time.

"Within a week of set-up, Darktrace was providing intelligence about our network that was previously unknown," Sprague noted.

The self-learning capability of Darktrace's Enterprise Immune System allows TruWest to stay ahead of today's sophisticated attackers, affording the credit union and its clients confidence in the integrity of their data and in the security of their assets. And with Darktrace's real-time coverage of critical data in the cloud, TruWest's entire digital environment is protected by world-leading cyber AI.

Ultimately, Darktrace has allowed TruWest to become an industry leader in cyber security by adopting defenses that can adapt to fight back against rapidly evolving threats.