SERVE + PROTECT ®

Cybersecurity Empowerment: Fortifying Trust with Serve & Protect Credit Union

How Proactive Cybersecurity Transformed Serve & Protect Credit Union's Client Confidence

netitude

Building Resilience, Fostering Trust: A Case Study in Cybersecurity Excellence

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We unite people, processes, and technology to propel businesses towards sustainable, long-term growth."

The Client
Serve & Protect Credit Union

Serve & Protect Credit Union (S&P CU) is a **not-for-profit organisation founded in September 2003.** It initially comprised seven like-minded credit unions that supported police forces with the shared mindset of "**Strength in Unity.**"

S&P CU has since grown to become an organisation that **helps employees of the Police, Prison, Military, Fire, and Health services save regularly, borrow responsibly, and prepare for the future.**

As a not-for-profit business, you can be assured that it has its members' best interests at heart. S&P CU **recognises the integral role that our service workers have played in society** and endeavours to reward them for their continued dedication while serving our nation. They offer their members the opportunity to **save money and access financial support**.

Their Mission:
At Serve and Protect Credit Union, their underlying mission is to **improve the financial resilience of those who serve and protect our nation**. They provide financial support to men and women who work in service-based work by **offering exclusive savings accounts, free life cover and essential financial tools** to name a few.

Strategic Roadmap

In the last decade, cybersecurity has become a concern of many global organisations. **Countless businesses have witnessed competitors and Fortune 500 companies purged by a successful cybersecurity attack's financial implications and reputational damage.**

That's why after seeing a similar service-serving organisation (**The Police Federation of England & Wales) suffer a public data breach in 2019**, in which **the personal information of 120,000 police officers was compromised**. This financial and reputationally damaging incident was a **wake-up call** and prompted Serve & Protect Credit Union (S&P CU) to review and **refine its approach towards cybersecurity.**

Adam Harling
Managing Director

The Brief

Following the detrimental cyber incident that the Police Federation of England and Wales (PFEW) experienced, Serve & Protect Credit Union (S&P CU) **sought to refine its approach to cybersecurity across the board.**

When they looked to our cybersecurity experts at Netitude, **our Virtual IT Directors worked with S&P CU to identify three primary goals** which would, in turn, help them **enhance their organisation's cyber defence.**

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The Brief: Part Two

Goal setting can play a vital role in ensuring both individuals and a collective can achieve more. That's why our cybersecurity experts worked hand-in-hand with the S&P CU team to set the following goals:

Goal 1: To **protect** the organisation's **reputation** with **proactive security**.

Goal 2: To show their board and members that they were **forward-thinking** and **taking action** on **security**.

Goal 3: To **build client confidence**.

Providing Serve & Protect Credit Union with an Innovative Solution

Having seen the growing requirement for advanced security services for organisations operating in regulated industries, we launched our Managed Cybersecurity Service (MCS). **This service adds advanced layers of security, providing all critical elements required in today's cybercrime environment, including user education.**

While our standard auditing and reporting process gave S&P CU confidence that we were on top of basic cyber hygiene, such as anti-virus, updates, password policies, etc., **the Managed Cyber Security service offered the proactive approach and visibility of security they were looking for.**

The Solution: Part Two

This service has three key elements: **Prevention, Detection, and Response**. These give clients complete security and peace of mind.

Prevention: A suite of managed security products & services to mitigate risk best and create user awareness and processes that would bring them in line with Cyber Essentials PLUS and ISO 27001 compliance.

Detection: A managed and monitored breach detection process. Continuous scanning of your infrastructure ensures vulnerabilities are detected and patched to minimise risk, allowing your business to run.

Response: We respond quickly to any detected breach to minimise harm. Advanced log file analysis and forensic assessment ensure that all breached data is understood and that any required actions can be taken.

![Netitude logo]

The Result: Part One

The Managed Cyber Security service that we provide to our clients at Netitude offers an amalgamation of **carefully selected technologies that complement each other**. Having these cyber defences and strategies in place means Netitude clients such as Serve & Protect Credit Union can **successfully educate end-users, continually assess cyber breach risks, and further protect themselves against future attacks.**

In this case study, **we assessed how well we performed in helping our client to achieve all of the cybersecurity goals** they had set themselves in the brief.

The Result: Part Two

Goal 1: To **protect** the organisation's **reputation** with **proactive security**.

Part of the service includes quarterly in-depth reports on vulnerabilities across the network and the actions taken to remediate them, perfect for creating the level of transparency S&P CU wanted. These reports were beneficial when putting together their annual review.

Their annual reviews provide insight into some of their achievements, the support they provided to their members throughout the financial year, and what they've done to improve their security position.
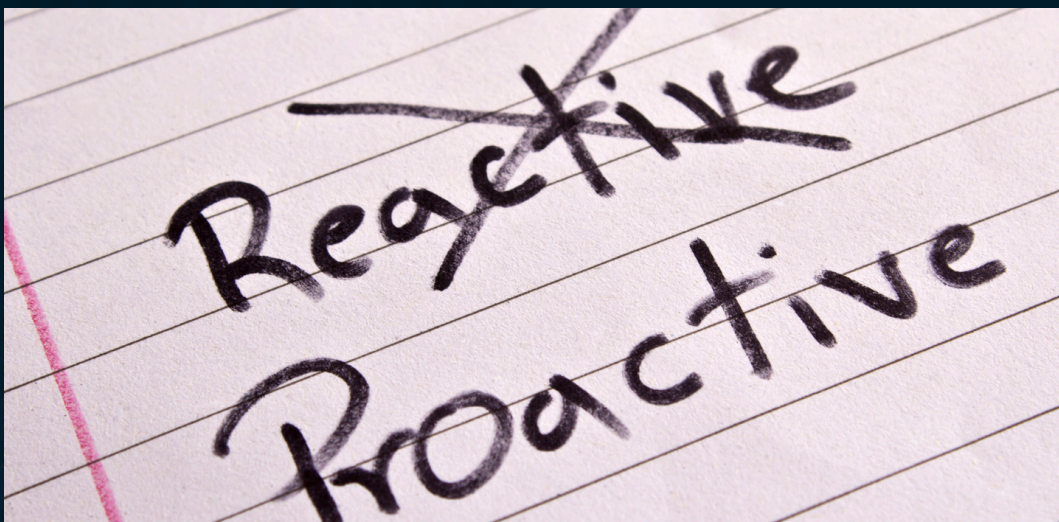
The Result: Part Three

Goal 2: To show their board and members that they were **forward-thinking** and **taking action** on **security**.

Serve & Protect Credit Union's overarching aim was to implement proactive security measures for its board and members. **Regular security reports and staff training** are vital components of this initiative. Since **85% of data breaches involve human error, educating and guiding users is crucial for a secure working environment.**

Hence, we decided to launch monthly phishing campaigns to pinpoint the areas needing the most attention. We monitored the responses of S&P CU's staff in relation to industry averages and found that they acquitted themselves much better after more progressive cybersecurity training was carried out.

Employees trained in phishing awareness demonstrate greater resistance to such attempts compared to untrained counterparts. The training program also facilitates tracking of completion status, identifying overdue staff, and **highlighting individuals in need of further training.** This reporting mechanism showcases S&P CU's ongoing enhancement in cybersecurity awareness.

The Result: Part Four

Goal 3: To build client confidence.

With the security controls and processes in place, S&P CU achieved a Cyber Essentials PLUS certification, meaning they met all the technical security controls requirements to the satisfaction of an independent auditor.

This badge demonstrates that they're serious about security and have a formalised security process - a big tick for improving client confidence and preventing damaging incidents.

Next Steps: Part One

In order to address evolving cybersecurity and compliance shifts that face organisations like S&P CU, we've ensured every aspect of their business is up to scratch with the Cyber Essentials PLUS standards. Our Managed IT and Managed Cybersecurity Services have been bolstered to proactively combat these threats. Recent enhancements include:

- **Introduction of a 24/7/365 Security Operations Centre (SOC)**
- **Implementation of Endpoint Detection and Response (EDR)**
- **Deployment of Endpoint DNS Filtering**

Netitude

Is Netitude the Right Fit for your business?

We're very proud of the **past, ongoing, and future** solutions we've implemented and will continue to deliver for the Serve & Protect Credit Union. With solutions like these in place, S&P CU will continue to meet its compliance requirements, protect its systems, and retain its customers' trust.

If you're in need of a **leading UK-based Managed Service Provider (MSP)** who will **keep your business ticking** from a technological standpoint, **visit our website & contact our team of experts today**!