Large, Multi-Branch Community Bank Protects Online Channel from Fraud with Gladiator NetTeller® Enterprise Security Monitoring™

It’s a question many financial institutions (FIs) are asking in today’s threat-laden banking environment: What can we do to protect customers against online fraud and keep our name out of the headlines?

And another: What is the most cost-effective way to add another security layer? With all the talk and potential implications, what’s an FI to do?

For one large community bank in the southern United States, the answer was clear. They turned to Gladiator Technology from ProfitStars®, a division of Jack Henry & Associates, Inc.®

The bank’s Chief Technology Officer (CTO) explains, “We are extremely, extremely concerned with securing our online banking channel and safeguarding customers’ accounts. The main request from our president is to keep us out of the front page of the newspaper in a negative way.”

He adds, “Usually, with a bank our size, if we have an issue, there are considerable reputational risks at stake. We want to stay mindful of how easily a negative perception can be formed.”

Previously, the bank had partnered with Jack Henry Banking® for their core processing – selecting the company’s innovative CIF 20/20® technology, a parameter-driven, IBM® Power™ System-based solution. Then in 2010, the bank surveyed the emerging threat landscape and realized it was time to become more proactive about security. They made the decision to add Gladiator NetTeller® Enterprise Security Monitoring™ (ESM), a pre-emptive fraud solution that combats account takeover and makes managing compliance for online channels easier than ever before.

“We realized we needed to do more to protect our customers, and this was the most cost-effective way of doing it,” says the bank’s CTO. “Obviously, with the latest threats … they may find a way to beat one layer, but are going to have great difficulty trying to beat the other. We appreciate the advantages of Gladiator’s multi-layered approach.”

Gladiator’s NetTeller (ESM) online fraud solution works by providing layers of security throughout the online banking session that protect banks and their retail and commercial customers from costly fraud 24x7x365, while also helping them adhere to evolving regulatory mandates. Currently available for banks automated by Jack Henry Banking’s CIF 20/20 or SilverLake System® that are also utilizing the NetTeller® Online Banking™ platform, NetTeller ESM is a fully-automated monitoring service that leverages state-of-the-art correlation, threat intelligence, and behavioral analytics to track various bill payment, cash management, and online banking activities, flagging any items that need immediate attention.

- **CLIENT BANK**
  A nearly $800 million financial institution in the southern U.S., the bank operates more than a dozen locations (between branches and loan production offices), offering a full range of banking services to commercial and retail customers. Founded in the early 1900s, today they serve a highly competitive market that includes both nationals and super-regionals within their footprint, in addition to other community institutions.

- **BUSINESS CHALLENGE**
  A Jack Henry Banking® core CIF 20/20® client utilizing the NetTeller® Online Banking™ platform, the bank reached a point where they knew they needed to do more to safeguard the accounts of online banking customers. They began to look for an additional security layer.

- **SOLUTION**
  The bank turned to Gladiator NetTeller® Enterprise Security Monitoring™ from ProfitStars, a powerful, proactive fraud prevention solution for today’s online banking channels.

- **BENEFITS**
  According to their Chief Technology Officer, the bank has been impressed with the speed of the alerts received as well as the support from Gladiator. Their customers, in turn, are impressed with the proactive nature in which the solution helps the bank protect their transactions and accounts. Gladiator NetTeller ESM also helps the bank keep pace with the latest compliance guidelines from the FFIEC.
“The response we get from customers is excellent ... they are impressed that a bank of our size is able to reach out to them in minutes to validate a transaction ... we are very, very pleased with the product.”

With online fraud monitoring around-the-clock by Gladiator’s information security experts and providing near-real-time security alert notifications, the solution helps combat ACH and wire fraud. It also helps institutions comply with enhanced regulatory expectations for Internet banking security in accordance with the 2011 FFIEC supplement to Authentication Guidance.

“We had a safety and soundness exam late last year,” notes the CTO, “and the examiner who looked at that section told us we were essentially ahead of what the guidance required. The solution is very proactive, which is a tremendous benefit.”

NetTeller ESM further assists in compliance with ever-evolving regulatory requirements by providing easy-to-understand reports that support the related guidelines, and it offers a daily automated email summary plus detailed, built-in reporting features. The bank’s CTO has noticed that these reports help create confidence with their Board of Directors when it comes to information security.

As for the bank’s overall relationship with Gladiator, the bank has been pleased with the timeliness of alerts as well as the service and support they receive.

“Often we’re able to get these alerts prior to the customer even logging off, which can stop a loss before it happens,” the CTO observes. “Other times, we’re able to call customers within a few minutes of when they initiate. I can tell you that the response we get from customers is excellent. Some of them are large enough that they have relationships with other institutions, and they are impressed that a bank of our size is able to reach out to them in minutes to validate a transaction. Instilling that confidence and assurance with our customers that ‘We’re going to keep you safe’ has been a valuable marketing angle for us.”

He concludes, “Gladiator is also very proactive. It may be a cliché, but they move in Internet time. They are very quick to respond, and it’s always very easy for me to reach out. I would absolutely recommend Gladiator to others. We are very, very pleased with the product.”

A diverse, global division of Jack Henry & Associates, Inc., ProfitStars is a leader in business and financial technology solutions, providing feature-rich products and services that improve the security and performance of financial institutions as well as diverse organizations. The Gladiator lineup of managed security services represents just a sampling of ProfitStars’ industry-leading solutions that facilitate risk mitigation, revenue and growth, and cost control for more than 11,000 clients around the world.