

“We would have to hire more IT people if we didn’t have the managed security service that Network Box provides.”

Wesley Turner
Information Technology Manager,
Associated Credit Union of Texas



INDUSTRY Credit Union

BACKGROUND According to their IT manager, Wesley Turner, Associated Credit Union of Texas did not have a unified threat management (UTM) device, but, rather, a number of name-brand security devices from various vendors. Rather than continuing to endure the vendors finger-pointing back and forth as to who was responsible when a problem surfaced, Mr. Turner thought it would be great if a single point of entry could be centrally managed for network security. ACU of Texas went live with their Network Box in 2004.

THE SCALE OF THE PROBLEM

To resolve the issues he was facing, Mr. Turner decided that an all-in-one device was the way to go, and that’s what sold him on the Network Box, in addition to the cost-

effectiveness of using its full suite of functions. What sealed the deal was the fact that the Network Box appliance was sold only as part of a managed service.

UNIFIED THREAT MANAGEMENT

“We felt we needed a managed security service because there’s so much junk out there in the world,” explains Mr. Turner. “Also, the folks at Network Box are experts, and it’s a lot easier and more cost-efficient having the experts do it for us. We would have to hire more IT people if we didn’t have the managed security service that Network Box provides.”

As it is, ACU of Texas employs six IT personnel, including Wesley Turner. True, the department has grown since teaming up with Network Box, but that’s because the credit union was a lot smaller back then, and having a managed security service has allowed his IT department to grow without overextending the staff.

All trademarks are the property of their respective owners.

This case study was authorized by ACU Texas in April 2009.

Network Box USA, Inc.
2825 Wilcrest Dr., Suite 259
Houston, TX, USA 77042
Web: www.networkboxusa.com

Network Box Corporation Limited
16th Floor, Metro Loft,
38 Kwai Hei Street,
Kwai Chung, Hong Kong.
Web: www.network-box.com



“What makes the Network Box solution so easy is there’s just one point of contact with everything – not just the device but the service. If I have an issue, I can open up a ticket with the company and they provide excellent support, especially in getting back to us if there’s a problem.”

MANGED SERVICE

Asked if he would put a dollar amount on how much money Network Box has saved ACU in terms of disaster prevention, Mr. Turner replied, “That would be like proving a negative. But the reports we get from Network Box tell us how much malware and spam was blocked, and that blockage makes our whole organization more efficient, which basically equates to cost savings. Of course, we could turn off the appliance for a few months and see what happens, but we’re certainly not about to do that.”



All trademarks are the property of their respective owners.

This case study was authorized by ACU Texas in April 2009.

Network Box USA, Inc.
2825 Wilcrest Dr., Suite 259
Houston, TX, USA 77042
Web: www.networkboxusa.com

Network Box Corporation Limited
16th Floor, Metro Loft,
38 Kwai Hei Street,
Kwai Chung, Hong Kong.
Web: www.network-box.com



“Network Box’s unique PUSH technology takes the onus off of me because now I don’t have to go to some website every day looking for updates that I need to pull and apply; they’re just pushed to me, and I’m good to go.”

**Tommy Green
Vice President Information Technology
AMOCO Federal Credit Union**



INDUSTRY Credit Union

BACKGROUND Prior to going “live” with their Network Box in December 2008, AMOCO Federal Credit Union had used a variety of name-brand devices with a well-known managed service provider. According to Tommy Green, Vice President of Information Technology, at first, the “bang for their buck” was pretty good, but, in the last year or two, he found it to be severely lacking.

THE SCALE OF THE PROBLEM

“Our existing anti-spam was doing a terrible job, for example,” says Mr.

Green. “We’re a relatively small company with about 150 employees. So when you have 150 people getting the worst of the worst landing in their inboxes many, many times every day, you lose your credibility as an IT department.”

Accordingly, when the contract for their existing service was coming up for renewal, Mr. Green began looking elsewhere for new equipment and a new provider. He was determined to stay with a managed service because his IT department, which consisted of only three people (including himself), would not have been able to tackle network security without some help. It just wasn’t feasible.

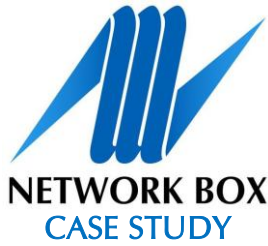
He had heard positive reviews about Network Box from another credit union

All trademarks are the property of their respective owners.

This case study was authorized by AMOCO Federal Credit Union in April 2009.

Network Box USA, Inc.
2825 Wilcrest Dr., Suite 259
Houston, TX, USA 77042
Web: www.networkboxusa.com

Network Box Corporation Limited
16th Floor, Metro Loft,
38 Kwai Hei Street,
Kwai Chung, Hong Kong.
Web: www.network-box.com



IT professional, as well as through CUISPA, a national association of credit union information technology professionals. He researched Network Box USA and found that their service provided everything that he was seeking in a managed security service and more. Additionally, they were a cost efficient provider whose rates were much lower than other competitor hardware that offered fewer services.

UNIFIED THREAT MANAGEMENT

Mr. Green opted to use all the components of the Network Box appliance – including the firewall, antivirus, anti-spam, anti-malware, content filtering, intrusion protection prevention, and the VPN (virtual private network) – to protect the credit union’s co-location facility, its three branches, and its various remote locations.

“Having everything in just one device means a single user interface and everything’s administered through that one interface,” he says. “It’s so much easier than having to learn the different interfaces on the different boxes and how they all work together. And, in some instances, they don’t work together.”

MANAGED SERVICE

From an administration standpoint, one of the things Mr. Green really appreciates about Network Box is that it allows for a more hands-on approach to managing and

maintaining their network security. For example, the interface allows the user to release quarantined emails without having to contact Network Box personnel. If they don’t have time – or the skill set – they can just open up a ticket, and it’s expeditiously handled by Network Box USA.

He also appreciates the other aspects of their managed service: “Whenever we had any kind of intrusion or cause for concern with our previous provider, they basically had a priority level; depending on what type of activity was discovered, they might simply send us an email or phone us. They also gave us a portal we could log into and pull reports [from], but, with Network Box, the reports are pushed out to us every Tuesday. And all day, every day, if there are any changes to signature files, those are dumped constantly. Network Box’s unique PUSH technology takes the onus off of me because now I don’t have to go into some website everyday looking for updates that I need to pull and apply. They’re just pushed to me, and I’m good to go.”



All trademarks are the property of their respective owners.

This case study was authorized by AMOCO Federal Credit Union in April 2009.

Network Box USA, Inc.
2825 Wilcrest Dr., Suite 259
Houston, TX, USA 77042
Web: www.networkboxusa.com

Network Box Corporation Limited
16th Floor, Metro Loft,
38 Kwai Hei Street,
Kwai Chung, Hong Kong.
Web: www.network-box.com



“With Network Box, we have different layers of security in one device that can talk to each other, understand each other, and block a bad package before it gets inside our network.”

David Dang
Vice President, Information Technology
Members Choice Credit Union



INDUSTRY Credit Union

BACKGROUND Prior to becoming a Network Box customer in October 2008, Members Choice Credit Union (MCCU) only had an intrusion prevention system (IPS) from a managed service provider. Unfortunately, the provider’s notifications and monitoring were not up to David Dang’s, Vice President of Information Technology, expectations.

“For example,” Mr. Dang explains, “our service provider did not inform us that an auditor was conducting a penetration test on our network. Also, we tried a surprise test on ourselves, but they apparently didn’t catch it

because they never contacted us about it.”

THE SCALE OF THE PROBLEM

Despite issues with their previous provider, Mr. Dang remained sold on the concept of managed network security, especially considering there wasn’t anybody to monitor the network traffic 24/7 in, what he called, a “small shop like ours.” He was aware that MCCU needed much more than an IPS; he went in search of an affordable unified threat management (UTM) device. He found the complete solution – consolidation and management – at Network Box USA.

All trademarks are the property of their respective owners.

This case study was authorized by Members Choice Credit Union in April 2009.

Network Box USA, Inc.
2825 Wilcrest Dr., Suite 259
Houston, TX, USA 77042
Web: www.networkboxusa.com

Network Box Corporation Limited
16th Floor, Metro Loft,
38 Kwai Hei Street,
Kwai Chung, Hong Kong.
Web: www.network-box.com



UNIFIED THREAT MANAGEMENT

Taking advantage of Network Box's full suite, MCCU was able to consolidate every network security function, which enabled them to do away with their existing IPS alliance (and yearly maintenance fee), as well as their email gateway and content filtering servers, which are embedded in Network Box.

"I feel better with a UTM that has an IPS, content filtering, firewall, anti-malware, and so forth," explains Mr. Dang. "If the IPS doesn't detect something, the virus scan might, or a block from the content filtering might. With Network Box, we have different layers of security in one device that can talk to each other, understand each other, and block a bad package before it gets inside our network. And the beauty of it is that I don't have to touch the box."



As for the managed service, Mr. Dang says that Network Box USA is much more thorough than their previous provider, especially in terms of reports they furnish: "The reports are very scalable. Also, I can receive them daily if I want to, or weekly, or monthly. They give me a lot of detail and monitoring capability, and I don't need to get involved with the updates."

MANAGED SERVICE

MCCU actually has two Network Box units installed; the second one used primarily for disaster recovery, along with redundancy and fault tolerance. If their main unit is busy, traffic can be relayed to the second box for scanning, etc. The second box also acts as an SMTP mail relay, which means that MCCU does not need to create another mail relay server somewhere else that would entail additional costs for another support contract and hardware.

All trademarks are the property of their respective owners.

This case study was authorized by Members Choice Credit Union in April 2009.

Network Box USA, Inc.
2825 Wilcrest Dr., Suite 259
Houston, TX, USA 77042
Web: www.networkboxusa.com

Network Box Corporation Limited
16th Floor, Metro Loft,
38 Kwai Hei Street,
Kwai Chung, Hong Kong.
Web: www.network-box.com