

Financial Security with Webroot and Virginia Community Bank

Virginia Community Bank is an independent, locally-owned bank founded in 1976, focusing on area residents and businesses. The bank's eight branches provide loans to local businesses, churches and government agencies as well as for private consumer use and any other worthwhile purposes.



Virginia Community Bank's computer system, which networks these branches together, relies on connectivity to serve its customers and loan recipients, but was under a barrage of spam and spoof emails threatening bank security. Additionally, unrestricted Web use was impacting access, and bandwidth limits were disabling the phone system, while malware and other malicious code infected end-user machines. Virginia Community Bank now uses Webroot® Web Security and Email Security for email spam protection, filtering traffic, preventing phishing attacks, protecting PCs from viruses, malware and other malicious programs, and for employee Internet management.

THE PROBLEM

Prior to implementing Webroot's internet security services, Virginia Community Bank would receive upwards of 3,000 spam and spoof emails a day, many of which would reach the intended recipients. Some of those phishing attacks appeared as though they were coming from other area banks, attempting to access bank account numbers and bank customer information. As the complexity and number of emails increased, however, the spam filter from Symantec® wasn't able to handle the avalanche.

"We were completely overwhelmed," says Jimmy Fuller, IT Manager for Virginia Community Bank. "Our antiquated systems just could not take it."

The bank's Internet usage policy was not up to date either. In fact, there were none. Online banking kiosks for customers, as well as employee computers, allowed open access to any site at any time. This led directly to viruses and malware throughout the company, often slowing down or disabling employees' desktops. Video sites like YouTube and streaming music sites were also hogging bandwidth, so much so that the voice-over-IP phone system would experience a severe echo when overwhelmed.

Fuller is the lone IT staff member for the financial institution. "I was spending all of my time on these issues, but there were major projects I needed to get to," says Fuller.

WHY VIRGINIA COMMUNITY BANK CHOSE WEBROOT:

- ✓ Web use policy enforcement
- ✓ Email spam filtering
- ✓ Malware and virus detection and blocking
- ✓ Web filtering
- ✓ No on-site server
- ✓ Ease-of-use

THE SOLUTION

In order to get to those higher priority projects, Fuller signed on with Webroot, which he had previously used as an IT consultant. Webroot® Web Security and Webroot® Email Security, both SaaS solutions, require no additional hardware to implement, filter Web and email traffic; catch malware and spyware, prevent phishing attacks, provide email spam protection before they can enter the corporate network.

Webroot Email Security easily prevents and protects from as many as 3,000 email spam and phishing attacks a day, so Virginia Community Bank's 120 administrative staffers, loan officers, customer service representatives and corporate officers, don't have to judge for themselves which emails are legitimate and which to ignore. To meet stringent regulatory compliance requirements for record keeping, fraud detection, privacy and security, the institution also uses email encryption and archiving from Webroot to ensure customer data and accounts are locked down.

Using Webroot Web Security, Fuller quickly implemented a new suite of Internet usage policies based on user groups. Administrators, tellers and corporate groups all have access only to the sites and resources they need in order to serve customers, and can make requests to unblock sites they deem necessary.

After installing the desktop web proxies, Fuller needed only to click check boxes from his management portal to implement or update group acceptable-use policies, and the software was up and running. Users were also immediately protected from drive-by downloads, phishing attacks, malware, viruses and other malicious programs that came into the system undetected prior to implementing Webroot Web Security.

In combining Webroot Web and Email Security Services, both hosted solutions, Virginia Community Bank protects its customers and employees from blended email and Web-based threats, without requiring additional hardware, software implementation or ongoing maintenance and oversight.

"Webroot is a great solution," says Fuller. "I love that I don't have to touch it anymore. I don't have to do anything—it just works."

Webroot is a great solution. **I love that I don't have to touch it anymore.** I don't have to do anything—it just works.

JIMMY FULLER, IT MANAGER FOR VIRGINIA COMMUNITY BANK

Webroot Software, Inc. | NORTH AMERICA
2560 55th Street
Boulder, CO 80301 USA
www.webroot.com • 866.915.3208

Webroot International Ltd. | EUROPE
Alexandria House, The Sweepstakes, Ballsbridge
Dublin 4, Ireland
www.webroot.com/europe • +353 (0) 1631 9000

Webroot Services Ltd. | EMEA
Venture House, Arlington Square, Downshire Way
Bracknell, Berkshire RG12 1WA, UK
www.webroot.com/europe • +44 (0) 870 141 7070

Webroot Software Pty Ltd. | APAC
Suite 1402, Level 14, Tower A, 821 Pacific Highway
Chatswood NSW 2067 Australia
www.webroot.com/au • +61 (0) 2 8071 1900 • 1.800.013.992

© 2010 All rights reserved. Webroot is a trademark or registered trademark of Webroot Software, Inc. in the United States and other countries. All other trademarks are properties of their respective owners.

webroot®

The Best Security
in an Unsecured World™

USA-1210-1.0