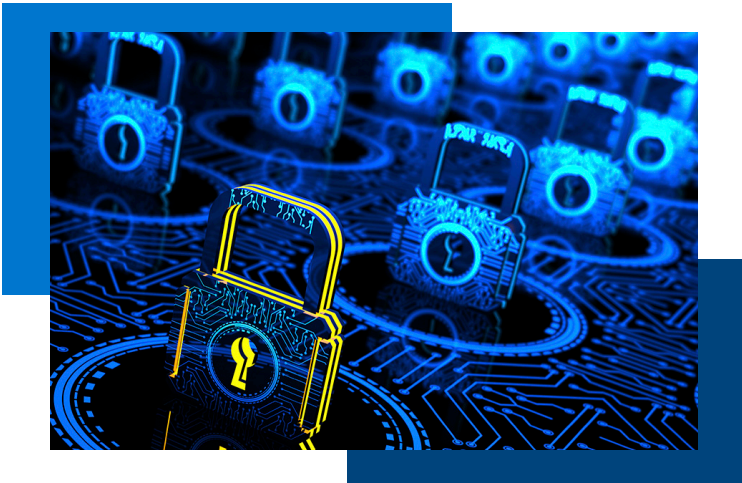


Credit Union transforms with world-class cyber protection.



Business needs

In an industry targeted by ever more sophisticated ransomware attacks, Founders Federal Credit Union needed an air-gapped cyber security solution with AI, machine learning and automation that would integrate seamlessly with their IT environment and grow with them ‘at the speed of business.’

Business results

- 10 petabyte ‘mini-data center’ protected in an isolated cyber vault
- AI analysis in cyber vault identifies latest known-unaffected copy of data
- System restores from cyber vault in 1 hour
- Average server restore time from backups: 35 minutes
- Automated cyber security reporting for IT, LOB owners, board of directors and IT audits

Customer profile



Finance & Insurance | United States

<https://www.foundersfcu.com/>



“Now that we have the confidence that we can bring back our data, we’re able to innovate with products and services.”

Bob Bender

Chief Technology Officer,
Founders Federal Credit Union

“I sleep better at night, with over three years of experience with the PowerProtect Cyber Recovery solution.”

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Solutions at a glance

- [Dell EMC PowerProtect Cyber Recovery solution](#)
- [Dell EMC Avamar data protection software](#)
- [Dell EMC PowerProtect appliances](#)

Partner: [VMware](#)

Founders Federal Credit Union, a regional financial institution operating in the Carolinas, offers services to its members wherever they may be in the world. In an industry that is a prime target for cyber attacks, they chose to transform their IT into a holistic, integrated environment powered by Dell EMC solutions – with PowerProtect Cyber Recovery solution central to their strategy. We recently caught up with Bob Bender, Chief Technology Officer for Founders, for a frank discussion of the challenges of malware and the benefits of an air-gapped cyber recovery solution with automation, AI and machine learning. Here's the story, in Bob's own words.

“Our member data has a story to it. We do not want it to be attacked by malware.”

“We're a regional financial institution operating in the Carolinas, with roughly \$3.5 billion in assets and over 250,000 members. We deliver your basic financial services to the communities we serve. Their data has a story in it, about each member – where they are in life, whether they're going to college, whether they're getting married, whether it's their first home. And whether we're looking at that relationship or reviewing that data to understand its lifecycle, we do not want it to be corrupted or attacked by malware. It's personally identifiable information and it's also critical business information.

“I think financial institutions will always be the highest target of malware. But I can tell you this: For every time you read in the news about a significant ransomware attack, there are more than 100 other successful attacks that you will never hear about. It could be a medical facility, a doctor's or dentist's office, a manufacturer – they all have critical data.”

“When major players got hit with ransomware, the conversation became real.”

“I'll take you back three years ago; you would read in the news almost daily about attacks, and the ransomware was very effective. We looked at Mecklenburg County in the Charlotte area, serving over 1.2 million citizens. The City of Atlanta, serving over a half a million. Boeing, with over 140,000 employees. Then we looked at the school districts – eight of them, in two months, over 5,000 endpoints – all hit by ransomware.”



“The Cyber Recovery vault grows with us, grows at the speed of business.”

Bob Bender

Chief Technology Officer,
Founders Federal Credit Union

“We'd already been talking about cyber security with our board. Back as far as 2008, we started to see lengthy questionnaires coming from regulatory bodies asking 'Are you secure? Are you confident in your backups?' But when those major players got hit with ransomware, the conversation became real. And the only real solution we saw was the Dell EMC PowerProtect Cyber Recovery solution. At that point, it became an easy conversation to have with my board.

“At that point we escalated our digital transformation journey. We put it on the fast track and asked Dell to come in and, in a window of six months, stand up not only the PowerProtect Cyber Recovery solution, but a complete data center in a cyber vault that would hold a gold copy of our data – our most critical assets. Together we successfully stood up that environment, which today protects 10 petabytes of data from our daily interactions with our customers and vendors.”

“We implemented PowerProtect Cyber Recovery as part of a full digital refresh. Everything is integrated.”

“We implemented PowerProtect Cyber Recovery as a part of a full digital refresh, with Dell EMC servers, storage, data protection and data management tools. Everything



“CyberSense and its reporting, the way it looks at the data, is just another tool that enables me to tell our board, ‘you can trust the cyber security.’”

Bob Bender

Chief Technology Officer,
Founders Federal Credit Union

“For all the things you’d be doing with your data today, whether that’s data mining, analytics, backing up, moving to co-locations, rehydrating your cyber security vault – think about all these things happening without needing any window for downtime. That’s where we are today.”

“We can feel confident that we’ve captured our critical data in a state that wasn’t affected.”

“As a central component of our digital transformation, PowerProtect Cyber Recovery solution has definitely impacted our strategic direction. Today we look at whatever service, whatever product we want to bring in for our membership at Founders, as soon as we plug it in, it’s protected in our data bunker, our mini data center in the air-gapped Cyber Recovery vault. We know that we’re resilient, we have confidence that our data is safe and our reputation is going to be upheld.

“The beauty of this is, we have a true air-gapped solution for a data bunker that we can go to in the event of a cyber attack. Full recovery and vMotion into production can take place while the business owner is validating the data for quality. Avamar does a full-blown restore for the average server in 35 minutes.

“We can look at multiple iterations of our data and, through CyberSense, feel confident that we’ve captured our critical data in a state that wasn’t affected, and feel comfortable bringing it back to life. In an hour’s time, we can take a system from the vault back online for the line-of-business owner’s validation.”

“I can show my board real results.”

“Now the conversation with my board is even easier. It’s more connected, in the sense that I have reporting from our holistic environment of integrated Dell products – from our ability to recover for our business owners, to the timelines and the metrics. I share this with my board at every meeting because we can show real results. It’s no longer that ‘yes, we do our DR tests and we’ve got some lessons learned, there.’ We can show them the real results of this environment that we set up over three years ago.

“CyberSense and its reporting, the way it looks at the data, is just another tool that enables me to tell our board, ‘you can trust the cyber security.’ The solution is doing what it was intended to do, so we’ve added it to our board reporting. We’ve added it to our dashboards within our servicing components for our line-of-business managers.”

is integrated, and we get top-to-bottom reporting. Founders is growing at 40% annually, so we couldn’t afford the daily battles with multiple vendors’ products not talking to each other. We needed to accelerate and start to move at the speed of business.

“Now we have a holistic, plug-and-play environment. Compute and build are now automated using VMware Power CLI and Dell OpenManage integrated with ServiceNow, which reduces the IT interaction required to provision servers by 90% and eliminates inconsistency in builds. Before it took us 1-2 weeks to manually provision a server. Now it takes two hours for the build to be provisioned and fully ready for the business.

“The PowerProtect Cyber Recovery solution integrates holistically with the Dell EMC product line, especially Avamar. Dell brought in the Avamar product, the PowerProtect DD series appliances; they’re very instrumental in protecting our high-volume transactional systems and services.

“Today the malware is constantly changing. The regulatory environment has changed, too.”

“Today the malware is becoming much more automated, much more complex, constantly changing. The risks, and the regulatory environment has changed, too. It’s moved from a checkbox to ‘show me your resilience; show me how you’re doing this. Show me that your data is real and how you recover it.’ Now not only do the regulatory bodies for financial institutions come in and actually inspect and review and do risk assessments, but you have third-party requirements also to do those assessments, and then you have your internal IT audit. We need to demonstrate that our practice with our lines of business is a continual process and that we can recover what we say we can recover.

“Take our quarterly metrics – what are our goals, what are we measuring. We’ll have 1,763 requests for restores. We’ll have over 270 restore tests with the business owners. Back in the day, with the ad-hoc approach of adding backup solutions, adding systems, we’d be lucky if we could do two or three real recoveries. Today, the automation in the Cyber Recovery solution, integrated with the Dell EMC product line, is seamless. It’s a lot less care and feeding that we have to worry about today. The technology is much easier to manage and maintain. We’re not collecting dust. We’re able to test the system and mature it daily.

“The challenges are still there. The risk is there. The penalties are greater – the risk to the reputation of your business. But we have the confidence to innovate our business because Dell Technologies delivered when we first bought PowerProtect Cyber Recovery, and they continue to deliver with their products and their partnership.”

“I don’t know how folks are sleeping at night without PowerProtect Cyber Recovery solution.”

“Now that we have the confidence that we can bring back our data, we’re able to innovate with products and services, because we don’t have to keep revisiting cyber security. With PowerProtect Cyber Recovery, it’s going to be plug-and-play every time. We’re growing at 40% – plug-and-play. We’ve got 15 new initiatives, services for our membership – plug-and-play. The Cyber Recovery vault grows with us, grows at the speed of business.

“I don’t know how folks are living without that as a part of their controls. I don’t know how they’re sleeping at night. I sleep better at night, with over three years of experience with the PowerProtect Cyber Recovery solution.”

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