

Case Study: The Cooperative Bank of Cape Cod

Regional bank provides the latest security protections while meeting customer and compliance needs.

Overview

Cape Cod, Massachusetts, is well known for its history, maritime character, and beautiful beaches, which make it a tourist destination for people from around the world.

For almost 100 years, The Cooperative Bank of Cape Cod has served the residents of several towns along Cape Cod with both residential and business banking solutions. Over the years, the bank has focused on its core strength of building strong and lasting relationships with its customers by providing excellent service and banking solutions to help its customers reach their financial goals.

Another long-standing relationship is the one between the Cooperative Bank of Cape Cod and SilverSky. For many years, the bank has depended on SilverSky to provide the technology and around-the-clock monitoring necessary to ensure the bank's data and customer information remain safe and that the bank remains compliant to regulations.



Business: Founded in 1921, The Cooperative Bank of Cape Cod is a 165 employee bank with nine branch locations throughout Cape Cod and an administration and operations location in Hyannis, Massachusetts.

SilverSky Solutions:

- Managed Security Services
- Cloud Email and Collaboration
- Email Protection Services
- Email Continuity
- Email Archiving
- Email Content Filtering

Jason Bordun, Interim CIO, Vice President, and Information Systems Manager, describes the relationship this way, "SilverSky has been a trusted partner of the Cooperative Bank of Cape Cod for many years, and we have a great rapport with the SilverSky team," commented Bordun. "The alerts we get are valuable, the helpdesk is very responsive, and we've had no issues with support. We view SilverSky as an extension of our internal team."

SilverSky Solutions Maintain Security and Compliance

The Cooperative Bank of Cape Cod has continually improved its cybersecurity maturity as new technologies become available. The benefit of partnering with SilverSky is that additional capabilities have been added while maintaining a single vendor relationship.

Like many customers, The Cooperative Bank of Cape Cod began using SilverSky to monitor the firewalls in their network. Over the years, the bank has added Managed Security Services, which include managed firewalls, intrusion detection and prevention, web content filtering, gateway anti-virus, and remote VPN tunnels.

The solution is backup up by a high availability option to ensure reliable availability.

Email is a critical tool for any financial institution, and the Cooperative Bank of Cape Cod is no exception, having evolved its email security as the threat landscape has evolved.

Email anti-virus and anti-spam protection are paired with targeted attack protection, content filtering, encryption, and archiving for complete end-to-end protection. The bank will maintain this level of security as they now make the transition to hosted Microsoft 365 from SilverSky.

Benefits of the SilverSky Relationship

Many companies today are looking to consolidate their cybersecurity solutions having been down the path of having to manage multiple relationships, contracts, and support structures, not to mention finding skilled personnel that have experience working with the various platforms.

"One of the big issues facing cybersecurity today is the large number of cybersecurity vendors that have a single product that only does one piece of the big picture," said Bordun. "With SilverSky, we're able to add solutions as we need them and still have a single vendor relationship to manage, a single portal to work with, and a single support team to interact with. This was particularly helpful recently as we had to migrate our users to working remotely. Suddenly, we had three times the remote users, and we were able to make the move seamlessly." He continued, "Not only does that make our operations more streamlined; it also helps when it comes time to prepare for compliance audits. SilverSky has a long history working in regulated industries, and their compliance focus makes it easier for us to get what we need to provide to our regulators. We look forward to many more years in our long term relationship."

“ We enjoy good rapport across the support teams, from our client rep to the helpdesk, we’ve had no issues with support.

—Jason Bordun, The Coopertive Bank of Cape Cod



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