



Case Study: Coast Capital Savings

Challenge

Develop and continually enhance an information security program based on industry standards and best practices

Solution

Retainer Services from Allied InfoSecurity

Benefits

- Convenient, flexible access to world-class information security expertise.
- Ability to continually monitor and enhance the credit union's information security program.
- Initiation of an information security partnership with a trusted third party.

With total assets under administration of \$11.9 billion, Coast Capital Savings is Canada's second largest credit union. Serving 380,000 members and with 50 branches located across the Metro Vancouver and Vancouver Island regions of British Columbia, the credit union also has a reputation for excellence in management and service. In fact, in 2007, Coast Capital Savings ranked among Canada's 50 Best Managed companies for the seventh time, and it continues to be recognized as a Caring Company by Imagine Canada.

As published in its annual report, the credit union's values include a passion for innovation, spirited teamwork, and a commitment to helping customers, communities, and each other. IT Security Officer Michael Leung, CISSP-ISSMP, CISA, explains that the institution demonstrates those values in its approach to information security — with an innovative, team-based approach that delivers the results the institution requires.

Leung joined Coast Capital Savings in 2006, shortly after the institution had undergone a third-party review of its security program. A consultant who became a founding member of Allied InfoSecurity, Inc had led that review, which yielded some important issues for the credit union to address.

“When the consultant initially presented to our Board, he was able to clearly articulate the importance of the issues at hand and how we could address them without scaring them,” Leung says. “After this, the Board made the request that they wanted Allied to update them on the progress of the program.”

To deliver that follow-on assessment, Leung engaged the Allied InfoSecurity team for a Best Practice TouchStone™ service, which assesses an organization's security program against the ISO 27002 (previously ISO 17799) standard. At the end of the engagement, Allied InfoSecurity provides a detailed analysis of how an organization's efforts stack up to the ISO standard and other applicable regulations.

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About Allied InfoSecurity, Inc.

An independent company focused only on security and staffed by certified security professionals, Allied InfoSecurity is a consulting and outsourcing provider that helps businesses improve and manage their information security programs, mitigate risk, and respond to regulatory and marketplace demands more quickly and effectively than they could on their own. As a world-class information security partner, we help our customers address complex legal and regulatory requirements and rising customer awareness and expectations about the safe handling of sensitive information while empowering them to focus on their core business objectives.

Allied InfoSecurity offers a full spectrum of industry-specific, best practices-driven services based on a cost-effective, pragmatic, and defensible approach that meets information security needs and helps minimize liability. Our products include technical assessments, compliance and certification services, computer forensics, employee awareness and training programs, and comprehensive security program development and management.

The deliverable also includes a prioritized list of any identified security threats, vulnerabilities, or potential vulnerabilities—as well as remediation recommendations and our expert assessment of the level of effort required for remediation.

“The Best Practice TouchStone assessment in 2007 gauged what we have improved since the initial assessment in 2005,” Leung says, adding that he and the Board were particularly impressed with the methodology Allied InfoSecurity used in performing the assessment and in presenting the results. “In the second presentation, the Board really liked the approach of taking the qualitative data and presenting it in a quantitative way as to where we were, where we are, and where we’d like to be.”

In addition to the Best Practice TouchStone service, Coast Capital Savings has engaged Allied InfoSecurity for a Physical Security Assessment covering the credit union’s data center, IT offices, and other facilities.

“The Allied InfoSecurity team demonstrated tremendous expertise and depth of knowledge,” Leung says. “Their depth of questioning and their assessment of the facilities were very impressive.”

Indeed, as a one-person information security team, Leung says he values Allied InfoSecurity’s experience and expertise. And he appreciates the flexibility of Allied InfoSecurity’s unique Retainer Services Agreement—which empowers him to tap into the company’s resources in a fast, efficient manner. So far, Leung has used his Retainer Services Agreement for the Best Practice TouchStone Assessment and for some incident handling and response. And Coast Capital Savings has signed on for another two-year agreement.

“Our relationship is a partnership,” Leung concludes. “At Coast Capital Savings, we recognize the value of true partnering relationships, and that’s what we have with Allied InfoSecurity.”

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