

Customer Spotlight

Global Credit Union Reduces Alert Fatigue to Detect and Respond to Threats Faster

Customer Profile

Organization size

19,000+ EMPLOYEES
366 BRANCHES WORLDWIDE

Industry / Sector

FINANCIAL SERVICES

Headquarters

VIRGINIA, UNITED STATES

Background

A member-owned, not-for-profit global credit union with a strong emphasis on reliability and integrity knew that its slow response and remediation of threats put its reputation with customers at risk. The credit union leveraged ThreatConnect so its security teams could quickly aggregate and analyze intelligence, reduce alert fatigue, and respond to the most critical threats. With the help of ThreatConnect, the credit union estimates it saves more than \$1 million annually while reducing its mean-time-to-detect and mean-time-to-respond to malicious activity by up to 99%.

Challenges Faced

Alert fatigue is a persistent issue for many security operation centers (SOCs) that can result in analyst burnout, missed threats, and slow, inefficient operations. The credit union needed a way to better identify and mitigate threats quickly—without overwhelming SOC teams with alerts—to improve its security posture.

How ThreatConnect Helped

The credit union chose to work with ThreatConnect due to the ThreatConnect platform's performance and scalability across millions of indicators of compromise, paired with ThreatConnect's alert triaging capabilities.

With ThreatConnect's Unified Threat Library, the credit union can access intel collected and analyzed from open-source, commercial, and internal sources. ThreatConnect's automated threat scoring increases intel reliability while minimizing noisy indicators and false positives that otherwise slow analysts down. With ThreatConnect, the credit union estimates it has reduced false positives from its security tools by 75% or more.

Automation is essential to keep up with the pace of today's threat environment, especially for organizations of the credit union's size. ThreatConnect's built-in intel enrichment provides analysts with much-needed context to make informed decisions faster. Meanwhile, flexible workflow automations make it easier for analysts to focus on critical threats rather than manual tasks. The credit union estimates that automation saves teams an estimated 75% to 90% of time every single week.

Operationalized Threat Intel Makes for Faster, More Efficient Threat Response

ThreatConnect quickly became a critical tool for the credit union's security team, saving the company more than \$1 million each year through efficiency improvements. Plus, with a reported 75% - 99% reduction in both mean-time-to-detect and mean-time-to-respond to malicious activity, the organization can identify and take action on threats faster and with more confidence.

\$1+ million

Saved through greater efficiencies

Up to 99%

Increased efficiency of CTI analysts

75%

Reduction in false positives

About ThreatConnect:

ThreatConnect enables threat intelligence operations, security operations, and cyber risk management teams to work together for more effective, efficient, and collaborative cyber defense and protection. With ThreatConnect, organizations can infuse ML and AI-powered threat intel and cyber risk quantification into their work, allowing them to orchestrate and automate processes to get the necessary insights to respond faster and more confidently than ever before. More than 250 enterprises and thousands of security operations professionals rely on ThreatConnect every day to protect their organizations' most critical assets.