

# Industrial Federal Credit Union



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—JOSEPH STRALEY, MCSE, IT DIRECTOR / INFORMATION SECURITY OFFICER

Country: U.S.  
Number of seats: 440  
Product: ESET Secure Business & ESET Mobile Security  
Website: [www.ifcu.com](http://www.ifcu.com)

### THE CUSTOMER

Industrial Federal Credit Union, based in Lafayette, Indiana, was founded in 1954 by a group of employees who wanted their own financial institution. Since then it’s grown to a full-service banking operation with more than 32,000 credit union members, over \$170 million in assets and more than 100 employees. Joseph Straley, MCSE, is the company’s IT director and information security officer. He’s been with the company for 15 years, and made the switch to ESET in 2015.

### THE CHALLENGE

As a financial institution, IFCU faces the usual regulations regarding compliance, privacy and more. But Straley said the credit union’s biggest security concern is ransomware, that could be introduced via employees’ email inboxes. For this reason, the company restricts corporate email accounts, blocks incoming mail from providers like Yahoo and Gmail, and provides extensive cybersecurity awareness training. “But sometimes employees will still go to a website,” Straley noted, which could open the door to malware and phishing attempts. “And then we’re really lucky to have ESET antivirus—because without it, things could get really ugly!”

The credit union has had other security vendors in the past, including Symantec and Vipre, but Straley wasn’t happy with performance: “Symantec was just such a burden on the processors. Their antivirus really tore up the process and we needed a lot of reboots.” He added that he evaluated Webroot as a possible alternative, but rejected its shared cloud server requirement as unsafe for a financial institution.

### MAKING THE CHANGE

Dissatisfied with the security status quo, Straley turned to several financial service listservs consisting of IT industry experts from around the globe. There, the thousands of members often share research, opinions and experiences related to IT security—and Straley saw ESET getting excellent word of mouth. After reviewing some white papers and test results, and soliciting input from other credit unions, he purchased ESET for IFCU in 2015. As of 2018, the company has 200+ licenses of ESET Secure Business and another 240 of ESET Mobile Security.

### KEY BENEFITS

- Powerful antivirus that’s light on systems
- Integration with LabTech via ESET Remote Administrator Plug-in for ConnectWise Automate
- Meets security demands and compliance rules for financial institutions

### THE RESULTS

Straley said part of his purchase decision involved ESET’s Remote Administrator Plug-in for ConnectWise Automate. The plug-in enabled integration with the credit union’s LabTech control center to ensure smooth remote installation and easy management of endpoints. “Our biggest requirements were security software that would integrate with LabTech, that worked well, and that didn’t have high overhead. ESET got the best reviews in surveys we looked at.” The solution has been performing well, according to Straley, who adds: “This is my third year with ESET. It allows me to sleep at night.”