



CASE STUDY:  
FINANCIAL SERVICES

**“WhiteHat puts eyes to the entire process, which was a critical factor for us. We don’t have time to sift through garbage. WhiteHat filters the false positives for us so that we only see real vulnerabilities – so we can address them quickly before they become a serious problem.”**

David Pierce, Director of Development,  
Open Technology Solutions

## *WhiteHat Delivers Continuous Vulnerability Assessment to Open Technology Solutions for Enhanced Website Security*

### Business Needs

When Bellco Credit Union and Bethpage Federal Credit Union formed Open Technology Solutions (OTS) in 2003, the goal was to allow the credit unions to share technical expertise and systems, operational efficiencies, and opportunities for business collaboration while using the Open Solutions Inc. (OSI) technology platform. In the three years since, the credit unions have expanded their technology needs, and the need for robust website and network security has grown dramatically.

OTS is driven by a desire to give credit union management and membership the assurance that their personal and financial information stays confidential and protected from hackers. OTS works with the VP of e-commerce or other senior executives charged with managing a credit union’s web presence to ensure that critical functions, such as Online Banking, are stable and secure.

“We do everything we can to have systems in place that maintain the integrity of the credit unions’ data,” said David Pierce, director of development at OTS.

OTS had contracted for one-time web application assessments in the past, but with new code pushes at least quarterly and often much more frequently, OTS was looking for a solution that could provide continuous web application assessment.

“We hold security in very high regard and we’re always looking for new security components to add to our infrastructure,” continued Mr. Pierce. “We felt we were hardened from the outside in, but we wanted to harden our security from the inside out as well. That starts with the applications.”

### Solution

As a growing organization, OTS needed a solution that could expand with their business without straining their security team resources or their budget. OTS owner First Tech Credit Union referred the company to WhiteHat. First Tech was a long-standing WhiteHat Sentinel customer that had experienced very positive results with the service. After an extensive due diligence process that included

evaluation of scanning tools as well as outsourced services, OTS selected WhiteHat Sentinel as the solution that best met the company’s requirements.

“Most of the other organizations performed automated scans or manual testing only, said Mr. Pierce.

“WhiteHat puts eyes to the entire process, which was a critical factor for us. We don’t have time to sift through garbage. WhiteHat filters the false positives for us so that we only see real vulnerabilities – so we can address them quickly before they become a serious problem.”

### Benefits

The OTS team was impressed by the ease and speed with which WhiteHat Sentinel was up and running. Within one day, they received a login to the WhiteHat Sentinel web management console and had an introductory call with the WhiteHat operations team.

Now, everyone has an up-to-date view of the sites’ vulnerability status. Thanks to WhiteHat Sentinel’s web management console, OTS has 24/7 access to actionable information that enables them to remediate vulnerabilities efficiently.

OTS sees WhiteHat Sentinel as a key part of its overall vulnerability prevention program. As more credit unions come on line with OTS, Mr. Pierce expects WhiteHat Sentinel to be even more of a time and money saver for his staff.

“We don’t want to be the ones introducing vulnerabilities to our owners’ sites,” observed Mr. Pierce. “WhiteHat Sentinel reduces our security overhead and at the same time ensures that our deployments are as secure as they can be.”

#### OPEN TECHNOLOGY SOLUTIONS

#### Customer Profile:

Open Technology Solutions (OTS) is a Denver-based technology Credit Union Service Organization (CUSO) that provides technology services to a group of large US-based credit unions. OTS hosts and maintains core applications for credit unions including online banking, loan origination, and mortgage origination, as well as engaging in custom development projects for its customers.

For more information about WhiteHat Security and our web application security services, please contact us at 408.492.1817 or visit our website at [www.whitehatsec.com](http://www.whitehatsec.com).