



Case Study

Veterans United Home Loans Improves Ability to Protect Customer Data with Dynamic Endpoint Modeling



Veterans United.
Home Loans

“I can’t imagine a single company that couldn’t benefit from Observable Networks’ Dynamic Endpoint Modeling solution.”

Randy Raw
Director of Information Security,
Veterans United Home Loans

About Veterans United Home Loans

Veterans United Home Loans is a VA Home Loan lender, serving those who served. The company takes great pride in its history and in providing unwavering commitment and service to its customers. Veterans United has helped thousands of military families purchase the home of their dreams and is committed to providing the same exceptional service that has made the company a clear leader in the VA loan industry.

Security Goals and Challenges

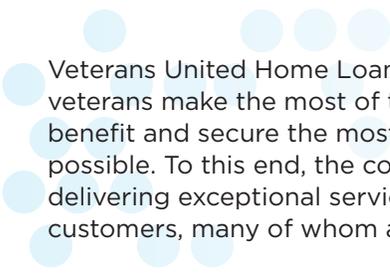
- Protecting clients’ confidential personal and financial data
- Adding a simple and affordable security solution to complement existing tools
- Securing traffic blind spots caused by encryption
- Complying with security regulations such as the Federal Financial Institution Examinations Council

Solution

- Dynamic Endpoint Modeling from Observable Networks

Benefits

- Implemented an affordable solution to identify compromised/misused endpoint devices
- Gained a simple, yet effective, service that was easy to implement and delivered exceptional time to value
- Overcame limitations associated with increased data encryption
- Increased IT and security staff productivity with high-value alerts and far fewer false positives



Veterans United Home Loans' sole focus is helping veterans make the most of their VA Home Loan benefit and secure the most competitive home loans possible. To this end, the company prides itself on delivering exceptional service and support to its customers, many of whom are first-time homebuyers.

This commitment to excellence also extends to network security and protecting customers' confidential information. Since Veterans United collects, processes, and stores sensitive data — social security numbers, birthdates, tax returns, income statements, bank account numbers, and other personal financial information — security is extremely important.

When it comes to protecting customer data and choosing the right security solution, Veterans United can't afford any security lapses.

Endpoint modeling: A new security approach

To achieve its security and compliance goals, Veterans United recently deployed Observable Networks' Dynamic Endpoint Modeling solution. This advanced threat detection service identifies compromised and misused network devices, even those that may escape detection by traditional security tools.

Randy Raw, Veterans United's Director of Information Security, describes how his company made the decision to try this new technology. "We were attempting to complete more of our envisioned security architecture and were also concerned about encrypted network data. The Observable service was presented as a way to address both needs and to see what is happening on our entire network, but from the orientation of the individual endpoints. As soon as we saw Dynamic Endpoint Modeling, we were convinced that it would be a perfect complement to our current portfolio of security solutions."

Veterans United first became aware of Observable Networks when Raw attended a presentation by Observable's founder and CTO, Patrick Crowley. "I came away impressed with their endpoint modeling solution, especially the fact that it was delivered as a cloud-based service," Raw recalls. "This means we wouldn't have to add new hardware or dedicate a lot of man hours to implement and maintain the solution. It was a simple and affordable approach to getting far more awareness of our endpoint activities."

"We are always on the lookout for new security tools to give us a better way to see what is happening on our entire network. As soon as we saw Dynamic Endpoint Modeling, we were convinced that it would be a perfect complement to our current portfolio of security solutions."

Randy Raw
Director of Information Security,
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As previously mentioned, Veterans United was looking to overcome challenges caused by increasing levels of data encryption. "Traffic encryption in general is on the rise, plus as a federal financial institution, we must encrypt a lot of our traffic, including wire transfers and financial transactions," says Raw. "Yet many security tools don't work well with encrypted network traffic, which means a significant amount of traffic is invisible to inspection. We were looking for a way to overcome this issue without having to decrypt traffic in the middle of our infrastructure. Observable solves this problem, allowing us to simplify our approach, without too many moving parts or impact on network performance."

A better security solution

After a thorough due diligence process, and a fast, easy deployment, Veterans United moved forward with a free trial of Dynamic Endpoint Modeling... and it never looked back.

Dynamic Endpoint Modeling now gives Veterans United a new, more effective — and efficient — approach to network security. Based on endpoint modeling technology, Veterans United benefits from an automatically created model or simulation of each endpoint that is continuously evaluated by Observable's system. This way, if a device ever starts acting abnormally, IT staff can identify issues and potential threats extremely quickly. "Our team can take action and remediate possible threats faster as compared to traditional security tools," says Raw. "Now we are fully confident that our traffic is exactly what it should be."

“Dynamic Endpoint Modeling makes us more confident that we have the right controls in place and are in a better position to prevent possible issues.”

Randy Raw
Director of Information Security,
Veterans United Home Loans

It didn't take long for Dynamic Endpoint Modeling to add value. "We got an alert right away," recalls Raw. "It turned out that we had an employee who decided to boot up an old Windows XP desktop. We didn't think we had XP machines anymore, so we had long since turned off system-wide XP protection. While this didn't lead to a true security issue, we were still glad to know about it." Raw also reports that none of his other security tools alerted him to this incident.

A surprising benefit: Improved staff productivity

Raw also appreciates how Dynamic Endpoint Modeling has made his staff more efficient and productive. "Observable Networks' support team is extremely proactive in helping explain traffic we don't understand right away. They have been a great partner when it comes to sharing data or helping analyze a certain event, whether it is explaining why a certain machine communicated in a certain way or acted differently than we expected. As a result, our employees spend far less time trying to figure this out on their own, and more time focused on the real work at hand."

Added security, added confidence

Raw sums it up best: "In the security world, it can be extremely challenging to prove that we could have prevented something that never actually happened. Dynamic Endpoint Modeling makes us more confident that we have the right controls in place and are in a better position to prevent possible issues."

Free Trial

To learn more about Dynamic Endpoint Modeling — and start a free trial now — please visit www.observable.net today.

Observable Networks is a privately held company headquartered in St. Louis, MO.



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