

TrustDefender Provides Enhanced Online Transaction Security For Orange Credit Union



TrustDefender implements Managed Service Solution to protect Orange Credit Union’s members from fraudulent activity and cyber criminals.

Based in the regional town of Orange, New South Wales, Orange Credit Union has provided full financial services offerings to resident members for over four decades. Having won three money Magazine awards in the past 2 years for Best of the Best and Top 10 Credit Unions in Australia, Orange has worked hard to grow and develop the organisation as a leading Credit Union in Australia.

The Credit Union currently employs forty full and part-time local staff in twenty-two different roles within one major branch. They are governed by a member-elected Board of Directors, who also acts as part of the local Orange community.

Orange Credit Union provides their members with a tailored, individual approach to banking where they put ‘people first’. Their focus is on protecting their member’s assets and providing a tailored and personalised service across a full range of savings and loan products.

ONLINE SECURITY AN ONGOING CONCERN

Orange Credit Union was greatly aware of the constant online security issues that all financial institutions face and

the ongoing risk associated with online transactions, as cyber attacks become increasingly sophisticated.

Gavin Cook, Corporate Services Manager for Orange explains, “We have been fortunate so far that nothing of this nature has happened. However with the ever increasing risks associated with our industry, we appreciate it is our duty of care to our members to keep abreast of what hackers are doing and the tools that they are using.”

AN ONLINE RISK MANAGEMENT PARTNER WHO UNDERSTANDS THE INDUSTRY

As a local Credit Union whose focus is on personalised service for its members, it was vital for Orange to keep an open mind to new software and technology in the marketplace. Orange Credit Union first approached leading online transactional solution provider TrustDefender in 2008, when the need to implement a more secure solution was top of mind. After analysing a variety of other alternatives in the market they found the TrustDefender solution to be unique, cost-effective and would be beneficial

“We chose TrustDefender as our online transaction security solution as it was in the best interests of our members. We see it as our role to bear the cost of an enhanced security solution to protect our members and their funds and to protect our assets. TrustDefender has a great understanding of the security space, as well as the financial services industry – they understand how we as a Credit Union work within the community”

Gavin Cook,
Corporate Services Manager
Orange Credit Union

and simple for members to use. Gavin comments, “Our major requirement when considering TrustDefender was to ensure confidence in us as a Credit Union and as an organisation. We are here to create long term relationships with our members and to ensure they have peace of mind. In today’s market it is fair to say that when people lose confidence in something like their bank, then they will make a change quickly; and that is not something we wanted to happen.”

A MANAGED SERVICE SOLUTION PROVIDES SIMPLE IMPLEMENTATION

For Orange Credit Union the added security benefits to members from the TrustDefender solution needed to be clear. As it is an additional piece of software that members choose to employ on their computers, it needed to be a simple click process. It needed to alert non-technical and time-poor members to choose to take the extra step to protect the security health of their computer.

Gavin Cook explains, "The offering TrustDefender presented to us was a Managed Service Solution. As an organisation, this meant we did not have the burden of hosting the software, housing any servers or providing tools and technology. TrustDefender provided a fully Managed Service Solution, with full implementation and interaction with our members."

A PROACTIVE APPROACH AND EXPERTISE YOU CAN RELY ON

He continues, "TrustDefender took complete responsibility for the project. We were very confident knowing their background as leading security experts and their knowledge of the Financial Services industry and our business. Their invaluable experience

benefitted us internally as we didn't have the technical skills, knowledge or experience in this area, or in the development of the software."

The TrustDefender Managed Service Solution presented a leading opportunity for Orange Credit Union to offer superior online security to all of its members. It is easily downloadable and provides leading technical support and assistance directly to members.

A LONG TERM PARTNER WITH A PERSONALISED APPROACH

Orange Credit Union has worked with TrustDefender since December 2009. During this period all aspects of the partnership have proven successful, surpassing the organisations expectations during the implementation process.



Credit Union and Building Society group

"Our experience working with TrustDefender has been very positive."

Gavin Cook,
Corporate Services Manager
Orange Credit Union

"We are glad to have partnered with TrustDefender; the relationship we have had during this period and in particular during the implementation process, has been seamless to us as an organisation and to our members. TrustDefender provide the attention and personal expertise that many larger companies would not be able to offer," concludes Gavin. TrustDefender is working with Orange Credit Union very closely moving forward to develop the current solution with customisations to continue to meet their member's needs and wants.

"We saw TrustDefender as an alternative to what we were doing internally and what they offer is very unique to others in the market. TrustDefender works with existing online security but enhances and wraps around the entire member transaction. This unique added layer of security provides our members with added protection."

Gavin Cook,
Corporate Services Manager
Orange Credit Union