

# InfoSight®

Bringing the Future into Focus®

## A FINANCIAL CLIENT SUCCESS STORY

Optimizing Managed Security and Advisory Services for a safe, monitored network.

InfoSight has been Florida West Coast Credit Union's primary Cybersecurity provider for 20+ years providing best practices and solutions to all their security needs.



### CHALLENGES

FWCCU was looking to improve all around security of their current and future environment. FWCCU was having issues with their phone systems and finding a security provider that had quick turn around time for their security questions and needs.

- Needed 24x7 monitoring to ensure a secure environment.
- Needed security systems installed to reduce the risks of cyberattacks
- Wanted a security provider that could assist with quick questions and more elaborate security needs.

### SOLUTIONS

FWCCU is now able to contact an InfoSight employee at any time with any problem they are encountering. They were assigned to an InfoSight employee that fully understands their systems and platforms to help them 24x7.

InfoSight:

- Provides 24x7x365 Threat Detection and Response Services including mitigation and remediation.
- Deployed a new edge security solution to ensure the security of their Network perimeter.
- Updated their phone system by installing an IP-based Phone System with skills-based routing.
- Provides a dedicated InfoSight Technical Account Manager to consult on IT and Security initiatives.
- Leverages our Advisory Services for an overall safe and secure environment.

For over 20 years InfoSight has provided us with outstanding Advisory and IT Managed Services. InfoSight set us up with one primary point of contact, that way we don't have to go through the hassle of calling a help desk, sit on hold or wait until our ticket is up in line. This makes my job easier because of the quick turnaround time for resolutions. I also never have to explain how our system is set up or what our network is like because InfoSight already knows. The engagement and personal touch from InfoSight's team cannot be beat! If you are looking for a personable, knowledgeable group of experts to assist you with a secure environment, InfoSight is the way to go! - Eddie Hamp, VP of Operations & Marketing at Florida West Coast Credit Union

*A FWCCU Employee*