

CASE STUDY

# TraceSecurity Takes Dow Great Western Credit Union Beyond “D-I-Y”

**With help from TraceSecurity, Dow Great Western has moved beyond “D-I-Y” to a plan for IT security compliance that comes at a reasonable price, from a vendor that performs like a true partner.**

## BUSINESS NEEDS

For a small credit union like Dow Great Western in Antioch, California, “D-I-Y” spells business as usual. With assets of only \$40 million, this 2,200-member credit union is used to taking a do-it-yourself approach. Fewer than a dozen people handle all aspects of running this successful credit union. Even for IT security and compliance, where highly technical knowledge is required and failure brings a risk of a security breach, Dow has, for the most part, handled its own regulatory exams internally.

Dow Great Western has a 71-year history rooted in chemical manufacturing. Dow downsized in the 1990s, causing the credit union to shift its base toward a community field of membership. In 2008 an examiner from the Department of Financial Institutions suggested that after several years of internal exams it was time for a third party

external review. President/CEO Bonni Bergstrom agreed. It was time to move beyond “D-I-Y”—but how? Where could Dow find a vendor ready to service its small credit union needs, at a price it could afford?

## SOLUTION

Bergstrom is a member of a coalition of credit union executives in the San Francisco Bay area, and her time invested in that organization paid off when she needed to source an IT security vendor. “I was aware of TraceSecurity’s work, because Jim Stickle, their Chief Technical Officer, had spoken to our group, but we weren’t ready to buy then,” Bergstrom said. After the presentation Bergstrom talked with a sales representative, who diligently kept in touch, even though Bergstrom’s credit union was not sending signals they would be ready to purchase anytime soon.

TraceSecurity is a provider of on-demand security compliance management solutions. TraceSecurity’s services are designed to help credit unions of all sizes meet regulatory requirements through ongoing, on-demand assessments. The company follows the “software as a service” (SAAS) business model, meaning it hosts software applications on its own server, licensing access to its customers on demand.



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