

#1-Rated Web Mortgage Broker Keeps Their "House" Safe with Mi5 Webgate

Mi5 protects E-Loan customer data from web/malware

Steve Abatangle is the Chief Information Security Officer at E-Loan, the most successful lending company on the Internet. Steve's job is to keep the company's networks up and free from spyware and malware that might compromise sensitive information.

Steve says, "The last thing we'd want is lose our customers' data. We've never had such an event, fortunately, but spyware and malware is an issue we take really, really seriously. In our business, one incident could be too many.

"The desktop anti-spyware software we were using was fairly effective, but my belief is that you should never rely on a single line of defense. We also wanted visibility – to know if any of our machines become infected and start communicating with the outside world.

"When we installed the Mi5 Webgate, the first thing that impressed us was the immediacy of the results. We ran the appliance for about an hour, and the built-in reports showed us exactly what spyware we had, with all the important details: location, name, severity, and so on. If you aren't sure you're infected, the first thing you want is a summary that shows you the reality -- and that's what we immediately got with the Webgate."

"We're talking about one of the biggest threats that exist for companies with private data. We have three lines of defense for viruses because they're a serious threat. So why would we have only one defense against spyware, when it's at least as dangerous as viruses?"

– Steve Abatangle, Chief Information Security Officer, E-Loan, Inc.



Organization

E-Loan, Inc.
Pleasanton, CA
www.eloan.com

Industry

Financial Services

Challenge

E-Loan's reputation depends on how well it safeguards its customers' data. The IT department had desktop anti-spyware protection in place, but it needed a second level of protection that would monitor the network and block spyware traffic 24/7.

Solution

Mi5 Webgate immediately showed Eloan which machines were infected with spyware, the severity of the threats, and the names of specific infections. As a result, the IT staff was able to quickly isolate the infected machines and remove the spyware.

"If we could summarize our experience of the Mi5 Webgate with a single word, it would be: 'Easy.' Easy to set up and get working, and get what you want out of it. A lot of security products often seem unnecessarily complex. It's not that we aren't technical, but too much complexity makes it a real challenge to run an enterprise."

About E-Loan

Since its 1997 launch, E-LOAN has originated over \$27 billion in consumer loans. An independent study conducted by TRUSTe and The Ponemon Institute named E-Loan one of the Top 20 most trusted companies for privacy in America. A study conducted by The Customer Respect Group gave E-Loan its highest rating in "Online Customer Respect" for North America's largest financial services firms. E-Loan offers a full range of financial services, from mortgages, home equity loans, and vehicle loans, to online high yield savings and certificates of deposit. Customers can search thousands of products for the best solution with a single click.

About Mi5 Networks

Mi5 Networks develops secure web gateways that transparently protect organizations against web threats including malicious URLs, spyware, botnet Trojans, and viruses. The company's Webgate product line detects, blocks, and removes malware concealed in web traffic without slowing down response times. Webgate appliances eliminate lost employee productivity, clean-up costs, and data theft associated with undetected infections. Mi5 is a privately held company based in Sunnyvale, California. For more information visit: www.mi5networks.com.



Benefits Realized With Webgate

"What was impressive about the Webgate was that it immediately gave us a much clearer picture of what was happening on our network. Another thing that impressed us is that, in the two months since we installed it, there hasn't been a single incident where we discovered that it was giving us inaccurate information. In other words – no false positives."

Rating Mi5

"At this point, on a scale of 1 to 10, it's hard for me not to give the Mi5 Webgate a 10 – and we've barely begun to explore all of the features."

The dangers of relying on existing perimeter defenses

"If my existing gateways, like firewalls and IPS, catch something, fantastic, but I'm not expecting them to. The challenge with spyware is that it looks like legitimate traffic. Only Mi5 gave us the visibility and protection to distinguish between good and bad traffic."

The value of having different databases in the gateway and desktop

"We wanted a different vendor in the gateway than we have on the desktop, because there's an increased chance that something they miss you would catch and vice versa."