



Protect what you value.



CASE STUDY

Scottrade

Customer profile

A leading branch-supported online investment firm

Industry

Financial services

IT environment

Scottrade's network supports more than 2,000 workstations and 1,500 servers.

Challenges

The company wanted to overhaul its security infrastructure with an integrated approach to safeguarding customer and company data.

McAfee solution

Scottrade employs the McAfee Total Protection (ToPS) for Endpoint suite including McAfee ePolicy Orchestrator (ePO), McAfee VirusScan Enterprise, McAfee Anti-spyware Enterprise, and McAfee Host Intrusion Prevention, as well as McAfee Vulnerability Manager, McAfee Policy Auditor, McAfee Remediation Manager, and McAfee Risk and Compliance Manager.

Results

- Delivers a comprehensive security solution
- Eliminates network vulnerabilities and protects customer information
- Improves monitoring and control of workstations and servers via a single management console
- Streamlines and accelerates security management and vulnerability assessment
- Simplifies deployment, patches, and upgrades
- Helps Scottrade garner multiple awards for customer satisfaction and IT excellence

Scottrade and McAfee Partner to Provide Security for Customer Data

Scottrade, a leading branch-supported online investment firm, uses a complete suite of McAfee security risk management solutions to safeguard customer data. After switching to McAfee several years ago, the company's vulnerability management is stronger and requires fewer resources. To continue optimizing its data protection infrastructure, Scottrade's award-winning IT staff maintains a strong alliance with McAfee. By ensuring the safety and integrity of Scottrade's customer information, this alliance helps the firm continue its seven-time record as number one in investor satisfaction.

Number one in investor satisfaction seven times

Scottrade offers a full line of online trading platforms and market research tools that help investors take control of their financial lives. The company began operations in 1980 as a discount brokerage, building branches around the U.S. In the mid-1990s, Scottrade was among the first to offer Internet-based trading, though it never forgot its local office roots. Even today — with the vast majority of its trades occurring online—the firm opens more than 40 new offices annually and boasts more than 360 offices nationwide.

The firm consistently delivers just what investors look for in an online brokerage: superior service, a smooth online experience, deeply discounted commissions, plenty of local offices, abundant information resources, and an overriding concern for the security of customer information. The result is outstanding client satisfaction year after year. J. D. Power and Associates has ranked Scottrade number one in Investor Satisfaction with Online Investing Services seven times. This award is among many that Scottrade continually receives, including several for innovation and excellence in information technology.

Scottrade is equally recognized for its pursuit of excellence in information technology, where customer data security is priority one. It was this keen focus on security that led Scottrade in 2005 to reevaluate its entire security infrastructure and search for more powerful and integrated solutions.

In search of a strategic partner

"When I started, one of the first things we did was upgrade our antivirus protection," recalls Grant Bourzikas, Director of Information Security and Business Continuity, who was named in 2007 to the prestigious *ComputerWorld 40 Under 40* list of IT innovators. "We replaced what we'd been using with McAfee VirusScan Enterprise."

Under Bourzikas' direction, Scottrade evaluated additional McAfee products, always looking to address specific security concerns with an integrated approach. The company went on to purchase McAfee Vulnerability Manager (formerly McAfee Foundstone® Enterprise), Policy Auditor and Remediation Manager (formerly McAfee Hercules), and

Risk and Compliance Manager (formerly McAfee Preventsys). Scottrade also deployed McAfee Total Protection (ToPS) for Endpoint (formerly McAfee Total Protection™ for Enterprise) and McAfee ePolicy Orchestrator® (ePO™) on all its desktops and Internet-facing servers.

What Bourzikas and Manager of Information Security, Craig Strubhart, liked was McAfee's focus on integration, especially with ePO. They discovered what many McAfee customers have found: ePO lowers security management costs while delivering greater visibility and control. In fact, an InsightExpress survey (June 2007) revealed that large enterprises that deploy ePO use 44 percent fewer administrators and 38 percent less time to manage endpoint security than companies who deploy non-integrated management consoles.

"McAfee was rising fast," Strubhart adds. "It was acquiring technologies to round out its security portfolio and unifying its products under ePO. There was nothing comparable on an enterprise scale from any other vendor."

"McAfee has certainly proven that we have the right solutions in place and the right strategic direction for the future," concludes Bourzikas.

Integration delivers greater control

Taken individually, McAfee products have impressive capabilities. For example, McAfee Host Intrusion Prevention provided out-of-the-box protection for 97 percent of Microsoft's 2007 security vulnerabilities (Source: McAfee Avert® Labs, December 2007). But often customers find McAfee integration even more compelling. Scottrade deployed McAfee Host Intrusion Prevention to all of its workstations and Internet-facing servers to protect against the complex and zero-day threats, while also taking advantage of the application control and host-based firewall to reduce its exposure. McAfee Host Intrusion Prevention also increased Scottrade's security monitoring and reporting capabilities.

"Integration is by far the most strategic way to go," notes Bourzikas. "We wanted scanners integrated with vulnerability management and host-based intrusion detection. That's why, after testing, we chose Vulnerability Manager."

Vulnerability Manager is more than just a network-based scanner. It develops priorities by combining vulnerability assessment, asset data, and counter measures to help users make faster, more-informed decisions.

"We've deployed Vulnerability Manager on all of our network systems," says Strubhart. "That's 2,000 workstations and close to 1,500 servers. We're very happy with that product."

Integration gives the Scottrade IT team more comprehensive monitoring and control of its workstations and servers.

"We have better control over what users can do on those servers," emphasizes Strubhart. "And now we're in the process of integrating all our McAfee products with the latest version of ePO. We'll manage every aspect of customer information security from a single console and spend less time doing it."

Strubhart also finds that integration has another benefit—a shorter learning curve. "The products all have the same look and feel," he reports. "After you learn one component, it's easy to understand the others."

Security and compliance—a sustainable competitive advantage

Scottrade uses Policy Auditor to assess the compliance of IT controls with regulatory policies. Policy violations are addressed with Remediation Manager.

"Our vulnerability and policy violation remediation process is automated and much improved using Remediation Manager," Strubhart says.

With its McAfee security risk management solution deployed and operating smoothly, Scottrade is now in a better position than ever to safeguard customer data.

"Security is very important to Scottrade because it's very important to our customers," emphasizes Bourzikas. "And that's why our relationship with McAfee is so critical. Security is a core part of our value proposition to customers."

Working closely with McAfee, Bourzikas and his team maintain a constant vigil to head off new threats before they arrive. "McAfee is one of the most, if not the most, strategic partners we have," he concludes.

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Grant Bourzikas
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