

HarborOne Bank Case Study

Fortra Protects Regional Bank's Customers and Brand from Phishing Attacks

HarborOne Bank is a regional financial institution based in Massachusetts and like similar regional businesses, HarborOne's security operations team is smaller in size compared to enterprise retail bank competitors with global operations. To add complexity to the operation, increases in headcount rarely match the annual rise in phishing volumes that SOC teams face.

To improve the efficiency and efficacy of defending against phishing attacks, Dana Shell, CISO for HarborOne Bank, met with Fortra's PhishLabs to review a proof of concept (POC) and learn more about how Customer Phishing Protection could help eliminate her team's manual workload. According to Shell:

"During the POC, Fortra identified hundreds of malicious sites and immediately began the process of taking those down. Since that time, we have continued to see a drastic improvement in the number of malicious sites attacking HarborOne which we hope means the threat actors are moving on to easier targets."

Proactive Detection to Stop Phishing Scams

Fortra's PhishLabs detects and mitigates phishing sites targeting customers to help prevent credentials from being stolen thereby reducing fraud and brand damage. Through proactive detection, PhishLabs disrupts millions of credential theft phishing attacks, consuming over 350 million URLs daily to find and analyze domains for malicious activity. The threat data is carefully evaluated to identify related infrastructure and phishing attacks in development before they can cause harm.

In addition to expert detection, PhishLabs employs proprietary technology and expert analysts to deliver scalable curation of the data that filters out noise and isolates potential attacks for rapid takedown. Anti-phishing blocklists and browser-blocking services are also incorporated as additional safeguards. And

AT-A-GLANCE



Company HarborOne Bank
Industry Financial Institutions

CHALLENGE

Inundated with hundreds of malicious credential theft sites

SOLUTION

Customer Phishing Protection

RESULTS

Hundreds of malicious sites were identified and taken down immediately Eased the need for the security team to monitor phishing risks and allowed them to focus on other priorities.

through cultivated, trusted relationships with a global network of hosts, registrars, and authorities, coupled with automated killswitches, an unlimited takedown model, and a relentless approach, PhishLabs is able to maintain the strongest takedown network in the industry.

Identifying and stopping more threats for good, while applying supplemental automation support for her busy SOC team were goals reached by Dana Shell. "Going forward, we are relying on Fortra's services to identify and immediately act on malicious online banking phishing sites. PhishLabs' Customer Phishing Protection automated the processes we were performing manually and has been a great help to augment our Information Security team. It has dramatically decreased our phishing risk exposure, and we have been able to reallocate time to other priorities thanks to Fortra's managed solution."

About HarborOne

HarborOne Bank, founded in 1917, is a regional financial institution based in Massachusetts. The bank has been servicing customers in both Massachusetts and Rhode Island for over 100 years and has \$5.5 billion in assets and 30 banking centers. Additionally, HarborOne Mortgage, based in Manchester, New Hampshire, provides personalized residential lending solutions with offices throughout New England and other states.

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