



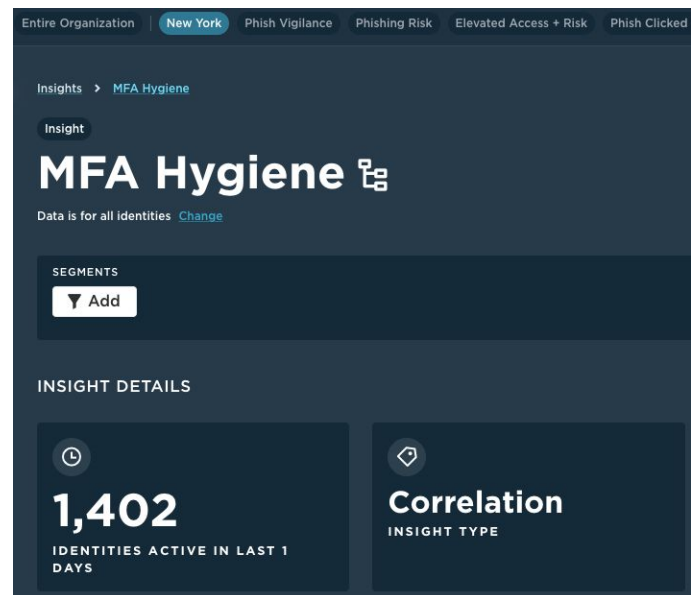
Unify Identifies MFA Hygiene Risk for Financial Institution

The CISO of a large regional financial institution invested in Unify to understand how behaviors of their employees impact their overall security posture.

When the CISO of a regional financial institution noticed that some of their hundreds of employees were not properly using MFA, he took swift action.

A large, 150,000-member credit union invested in Unify from Living Security to pinpoint and mitigate risk in their organization.

Unify from Living Security integrates with existing cybersecurity tools, then displays the data centered around the users—the humans. This human risk management tool shows which employees are behaving in risky ways—whether they’re aware of it or not. In one pane of glass, a CISO can see the risk scores of teams, locations, and individual employees. They can then prioritize and execute action plans where they’ll have the biggest impact on the organization’s security posture.



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In this case, the credit union's security team had implemented multi-factor authentication (MFA) about a year ago. They used Unify to monitor the multi-factor authorization (MFA) tool, to see how consistently it was used.

While monitoring MFA hygiene, they noticed that one group of employees—member-facing branch employees, those who interact directly with the credit union's members—were introducing risk by not using MFA adeptly.

These risk indicators in Unify led to conversations with these employees, where the CISO learned that, at the branches, these employees are not allowed to carry their phones in front of their members; they don't often have them at hand.



These associates will be working on their computers, and the MFA will pop up, but they can't complete authentication at the moment because their phone is not at hand.

This caused frustration for the branch employees but the CISO didn't know until he saw the data and dug into the reasons.

He's creating an action plan that enables them to authenticate right on the spot, without a cell phone, which will be less frustrating for member-facing branch employees.



Unify delivered a "good find" in human behavior that ends up delivering better security in easier-to-use ways.



To learn more about how Living Security helps organizations quantify their human risk, identify areas to target, and change security behaviors visit www.livingsecurity.com