



CASE STUDY

CHARTING A SECURE FUTURE

FIS® and Sheltered Harbor guide mid-sized bank toward cyber resilience with FIS Data Restore

This mid-sized community bank had a robust backup plan for files and servers, but carried concerns about the vulnerability of its data centers. The bank decided to embark on a journey to enhance its cybersecurity posture.



Challenges

- Risk of data breaches and disruptions
- Data centers that were not air-gapped or immutable
- Difficulty positioning as a leader in data protection



Going live

- Program completed with Sheltered Harbor certification in 8 months
- Early adoption of strong data protection standards
- Ongoing support and guidance to maintain certification



Solution

- **FIS Data Restore**
- Web-based application for oversight of daily
- Sheltered Harbor file backup process
- Email alert notifications for backup failures
- Troubleshooting performed by FIS and actions logged
- Ability to generate historical reports of backup results
- for audits and exams

Embracing modern data protection

The bank's executive team understood the significance of being cyber resilient, especially considering the potential risks associated with data breaches and disruptions.

How did FIS help the bank implement a robust, cost-effective data protection solution?



Project coordination

A dedicated FIS analyst took charge of running the project and guided the bank through implementation. The FIS project manager identified key team members required for the project and worked closely with the bank to obtain the necessary validation documents.



Certification support

To register the bank's Sheltered Harbor membership, FIS coordinated with key team members for file extracts and assisted with setting up automated jobs, their encryption key, access to the FIS Managed Risk and Security Services (MRSS) portal and connection with the Sheltered Harbor monitoring log.



Engaged oversight

A steering committee was formed to oversee the project, and bi-weekly project meetings were conducted to track progress and ensure timely deliverables.



Post-implementation guidance

FIS continues to offer support post-implementation. The team also actively participates in Shelter Harbor discussion groups and calls to stay updated on best practices while learning how to best leverage the full potential of the program.

“The bank had already implemented a backup plan by placing files off-site along with our server backups. However, our two data centers were not air-gapped or immutable, leaving both susceptible to potential damage.”

-CTO, Midsized Bank

Secure and compliant

The bank's primary goals were to ensure resiliency in case of data loss or disruption, establish itself as a leader in data protection and assure customers of its commitment to data security.

Partnering with FIS made it possible for the bank to achieve its goal of vaulting its data. The collaborative efforts of the bank's operations manager, executive team and FIS played a crucial role in the successful implementation of becoming Sheltered Harbor compliant.

“Buying into Sheltered Harbor was not cost prohibitive for us. We instantly saw the value their method provided.”

-CTO, Midsized Bank



Data security

At the end of each business day, critical deposit account and customer information is validated, encrypted and secured in an air-gapped vault that is resistant to a cyberattack.



Data resiliency

FIS can recover the bank's data from the vault if a triggering event occurs. Once recovered and validated, the data is delivered securely in a format that allows the bank to identify and authenticate its customers and assure them that their account information has survived the event.



Data protection leadership

The bank now stands as a leader in this space, assuring its customers that their data is safe and secure and showcasing its commitment to providing innovative and secure banking solutions.



Ongoing data protection

The bank is committed to annual recertification through FIS Data Restore to ensure ongoing resilience and data protection.

About FIS

FIS is a leading provider of technology solutions for financial institutions and businesses of all sizes and across any industry globally. We enable the movement of commerce by unlocking the financial technology that powers the world's economy. Our employees are dedicated to advancing the way the world pays, banks and invests through our trusted innovation, absolute performance and flexible architecture. We help our clients use technology in innovative ways to solve business-critical challenges and deliver superior experiences for their customers. Headquartered in Jacksonville, Florida, FIS ranks #241 on the 2021 Fortune 500 and is a member of Standard & Poor's 500® Index.

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About Sheltered Harbor

Sheltered Harbor's purpose is to promote the stability and resiliency of the financial sector and preserve public confidence in the financial system when a catastrophic event like a cyberattack causes an institution's critical systems—including its backups—to fail. Sheltered Harbor LLC is a financial industry not-for-profit organization, founded by 34 financial institutions, clearing houses, core processing providers, and industry associations. www.shelteredharbor.org