

Horizon Bank

Streamlining next-gen solutions to reduce downtime and protect customer data



Horizon Bank

horizonbank.com

- Horizon provides personal and business banking and loan services as well as wealth management and investment services in Indiana and Michigan, with over 350,000 customers
- Established in 1873, Horizon was founded as a community bank in Indiana and hires local advisors in each of their branch locations
- Horizon's vision is to provide customers with technology and expertise designed to support innovative banking solutions

Challenges

- Applying layers of security to customer and employee functions to remain compliant with industry standards and encourage trust in the organization
- Decreasing downtime in the event of a cyberattack
- Ensuring fast, reliable communications between employees and customers in order to service accounts efficiently

Solutions

- DDoS Hyper[®] allows Horizon to mitigate DDoS attacks in seconds
- Dedicated Internet Access ensures that Horizon's 350,000 customers and employees can quickly and securely communicate through email and other internet-based media
- The Lumen Professional Security Services team simplifies Horizon's backend workload to ease stress and securely implement winning solutions

Results

- Successfully transitioned from disjointed legacy internet and security processes to an elegant all-in-one solution
- Horizon account managers and customers can rest easy knowing their internet-based systems are fast and secure

“ I had the perfect dream team. I was able to accomplish what I needed to do if I needed something, and I was able to get a response back in a very reasonable time. I am thankful for the team.”

—Mahendra Verma
VP, Sr. Network Engineering Manager
Horizon Bank

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Challenge

Consolidating networking and security to meet compliance and satisfy customers

In a post-pandemic world, financial institutions have been challenged with combating a surge in cyberattacks while coping with the demands of heavier online traffic—plus tougher industry security compliance. In their effort to rise to this reality, Horizon Bank brought in Lumen to help ensure a seamless, secure online experience for customers to protect their assets. “I don’t think I could have done it by myself if I didn’t have a backend supporting team like that,” said Mahendra Verma, Horizon Bank’s VP, Sr. Network Engineering Manager.

Prior to partnering with Lumen, Horizon Bank was having limited success with their internet service and single-solution DDoS mitigation product, which left them dedicating surplus IT work hours to manual threat protection and monitoring. This approach failed to integrate security for and interbranch access to ERP and financial software, along with customer data—in an industry where seamless and secure connectivity is paramount. Horizon knew they had to find an experienced and dedicated partner.

Solution

A deep bench of specialists providing specialized service and hands-on support

In pursuing the highest degree of customer satisfaction and industry compliance, Horizon Bank was in the market for a solution set that would protect customer data while providing connectivity. Lumen helped Horizon Bank identify four potential solutions. “My intention was to just talk about DDoS—that’s the service I was looking for,” Verma recalled. “The way it turned out was that the engineer Lumen assigned ended up building a solution with me that also provided resilient internet access that would keep customers connected.”

Leading this transformation, Lumen Professional Security services provided Horizon Bank with security architecture and engineering consulting services, vulnerability management, and much more, enabling the bank to simplify their backend workload. Lumen DDoS Hyper helped mitigate risk, and Lumen Dedicated Internet Access provided the bank with high-speed, resilient internet to meet their business demands quickly and securely.

Results and future plans

Minimized downtime and TCO reduction plus intangible peace of mind

“Lumen Dedicated Internet Access removed the need for me to run a link balancer to provide redundant connections in case of outage—which is critical as the most downtime I can have is 21 seconds. Plus, I was able to eliminate another piece of hardware to maintain and one more potential point of failure. The main impact on our business is that we now have a more cost-effective way to provide the 24/7 connectivity that our customers expect.”

“After going through some pain in the beginning with a new team and having a hard time wrapping head around the project, when I got Lumen’s help, I had the perfect dream team. I was able to accomplish what I needed to do and if I needed something, and I was able to get a response back in a very reasonable time. I am thankful for the team.”

Lumen® Solution Set

- Lumen® Dedicated Internet Access
- Lumen® DDoS Hyper®
- Lumen® Professional Security Services