

## *Managing Risk and Security Efficiently and Affordably*

Large scale security measures are not inexpensive. However, there are some simple things that can be done to begin to reduce risk and improve security at your bank. For instance, lock your IT area and restrict who has key access. Perform background checks on all new hires that will have access to sensitive data. I also suggest encrypting laptops and enforcing complex passwords, and implementing workstation lockouts and password expiration.

Some more complex methods would include things such as hiring security vendors for firewalls and Internet-exposed systems (internal expertise may be more costly than outsourcing this). Installing anti-malware software on all systems as well as web filtering at the Internet gateway are also extra layers that would provide drastic improvements to your security.

There are several tools that are available to help automate various processes focused around security (e.g. annual security audits, quarterly security and system updates, etc.) as well as force consistency in completing those tasks (automated reminders and escalation procedures).

Banks can also look to technology solutions to help them become more efficient in managing their security postures. Enterprise content management (ECM) software helps banks capture, organize, and control unstructured information. OnBase®, developed by Hyland Software, is an ECM solution that can make a large impact on your security measures. Electronically storing and organizing your documents in a single repository such as OnBase gives you a competitive advantage. Not only does it allow faster access to information, but it guarantees consistent and timely management and disposition of documents. This facilitates easier audits, ensures compliance with internal and external standards and prevents costly legal battles.

A true ECM solution, such as OnBase, helps manage risk and minimize security threats by reducing paper, providing a centralized repository for customer files, and creating a consistent process for managing documents containing customer information.

Reducing paper and simply not having file cabinets or boxes full of customer information eliminates a number of risks to security such as the threat of lost or misplaced documents. Also, by storing this information in an ECM system, access to customers' data is controlled by the system administrator(s). Access can be restricted to only allow certain internal employees as well as customers' to only view certain information based on rights and privileges. Processes and even user activity can be tracked and monitored to increase accountability and ensure security. Having a solution like OnBase also ensures consistency in a bank's document storage, retention and destruction initiatives, helping them maintain compliance with both internal and external policies.



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Manager

**Steve Comer** is an industry manager at Hyland Software, Inc., the developers of OnBase®. An award-winning suite of enterprise content management (ECM) solutions, OnBase has a proven record of solving problems resulting from time consuming, costly and error plagued manual tasks. As an industry manager, Comer is responsible for developing sales, marketing, and product strategies that will help financial institutions realize faster ROI, increase process efficiencies, and provide enhanced customer service through the use of OnBase. He also cultivates and manages both new and existing partner relationships with other vendors to bring added value to financial institutions.

**OnBase**  
a Hyland Software solution

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