



CUSTOMER STORY

Cyber Defence Alliance

Helping Proactively Detect, Deter and Disrupt Cyber Threats With OnSolve®

The Cyber Defence Alliance (CDA) is a U.K.-based non-profit public-private partnership working from within the financial sector but closely collaborating with law enforcement, government, telecommunications sectors and beyond to proactively share information to fight cybercrimes and threats. In operation since 2016, its mission is to increase maturity levels and resilience and to support law enforcement action against criminal networks threatening the financial services industry and its customers.

Challenge

The CDA is a non-profit organization created as an intermediary for several large U.K. financial institutions. Its origination was inspired by the rationale that an attack against one bank is an attack against all. Since inception, it has expanded from four to 13 European-based banks, providing support and guidance in the resolution of cyber, ransomware and fraud attacks. The cornerstone of the CDA is trust and trusted relationships.

Proactive

cyber defense strategy with reliable and intuitive mass notification

Urgent alerts

created and sent quickly with contact groups and templates

Response

in less than an hour with multi-channel delivery



Industry

Financial Services, Non-profit

Founded

2016

Location

United Kingdom



The CDA analyzes information about cyber threats and turns it into actionable intelligence for the financial services industry and law enforcement. When an urgent cyber threat is identified, all CDA members need to be briefed about it immediately. In these emergency situations, fast, clear and reliable communications are vital to mitigating the impact of cyber threats for their members.

The CDA's policy is to have an urgent call set up within one hour of cyber incident or threat discovery. To meet this mandate, the organization needed a way to warn members of the pending threat and to notify them that an invite for a call is being sent out via email. The system had to be intuitive and reliable to ensure messages could be sent out rapidly and reach all members in the immediate moments after a vulnerability is detected.


Solution

The CDA selected OnSolve for mass notifications from day one. It has been successfully using the system to automate communications about cyber incidents and achieve its mission of helping member banks proactively combat cyber threats and vulnerabilities.

OnSolve was easy to implement, and the system is just as simple to use. Setting up contact groups is quick and easy, ensuring the right people are notified when an incident occurs. Garry Lilburn, Operations Director at CDA, said, "If I want to have a call with just the CISO level, I've got that group saved. But if I need to make a bespoke group, I can easily do that on the Platform as well."

The use of a pre-set template speeds up the alert creation process, which is vital to meeting the one-hour timeline for urgent calls. Members are notified in their preferred format, so they know to check their email for a call invite. The ability to tailor the delivery method has been extremely helpful, as it suits different people's needs.

"Whether a member wants to be notified via phone call, SMS or email, OnSolve makes it possible to set each recipient's preferred method," Lilburn said. "We can even send an email as a secondary message if desired." The CDA has also found the read receipt functionality helpful, as it allows them to know if members have read the notification about the pending calendar invite.



"Whether a member wants to be notified via phone call, SMS or email, OnSolve makes it possible to set each recipient's preferred method. We can even send an email as a secondary message if desired, as some recipients have their phone set to 'do not disturb' during certain periods of time."

— Garry Lilburn

Operations Director, Cyber Defence Alliance

Results


OnSolve has proven to be reliable and secure. The mass notification system enables the CDA to deliver clear and fast communications, helping the organization uphold their policy of briefing members within one hour of incident detection.

Since members receive alerts in their preferred format, they get the message right away, giving them the extra minutes needed to ensure the right people from their organization can attend the briefing call. Training analysts on the system has been simple, and the CDA recognizes the importance of continuous training and keeping contacts up to date to ensure urgent communications are sent as quickly as possible to the right people.

The system has been used to deliver relevant, targeted alerts for many emergency cyber incidents. For instance, the Log4j software vulnerability put many organizations at risk. When news of the incident broke, CDA was able to use OnSolve to notify members to immediately join a conference call to address the threat. The right people were able to attend the urgent call, and the CDA briefed members on what actions they should take to protect their organizations from this vulnerability.

With OnSolve, the CDA strengthens the resilience of its members and contributes to a proactive, effective strategy to combat cyber threats. “OnSolve has not let us down,” Lilburn noted. “It’s proven to be stable, and we look forward to continuing to use it to help our members mitigate the impact of cyber threats.”

Visit www.onsolve.com to learn more.

A man in a dark suit, white shirt, and dark tie is sitting at a desk, looking down at a smartphone in his hands. He is wearing a watch on his left wrist. The background is a blurred office setting with large windows.

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