Ulster Bank
Case Study

Background

Ulster Bank are the third largest commercial bank in Ireland with over 3000 employees, 1.9 million customers and a balance sheet of over £20 billion. Founded in 1836, Ulster Bank is a subsidiary of UK headquartered Natwest, one of the top ten banks in the World. Ulster Bank currently have 146 branches in the Republic of Ireland, 90 branches in Northern Ireland, and over 1,200 non-charging ATMs.

The Challenge

Digital transformation is critical for Ulster Bank. It supports the organization in improving both its services to customers and the efficiency of its internal operations. Mobile devices are a key enabler of the transformation which Ulster Bank is achieving. For employees, it's about having the confidence that they can interact with colleagues and customers on digital channels. For branch operations, it's about offering a digital experience for customers who visit Ulster Bank's extensive network of retail outlets.

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However, the greater use of mobile brings with it challenges: how to ensure the same levels of security and compliance on devices which are used outside the network perimeter. And also, how to enable this transformation in an environment where cost containment is a key issue for all banks.

> " *One of Corrata's key advantages is that, once installed, it works unobtrusively in the background keeping devices safe and compliant.*
>
> Tony Hamilton, Technology Oversight "

Corrata

Ulster Bank selected Corrata as the best solution to address these challenges. Corrata has been deployed across both employee devices and customer facing tablets. In both cases, the key objective was to extend security and control to devices which are beyond the purview of the Bank's network

Branch Operations

Customers use the Android and iOS tablets provided in Ulster Bank branches to access onlines banking services, to open new accounts and to apply for mortgages and loans. These tablets are also used for branch operations. The tablets need to be configured in a flexible manner-providing access to a wide variety of relevant sites and apps but restricting access to irrelevant, insecure or risky content. Given the variety of uses, kiosked mode or application and website whitelisting were not considered effective solutions. Corrata provides the ability to easily and simply control what was being done on the devices.

Employee Devices

Ulster Bank provides many of its employees with smartphones and tablets to improve productivity, collaboration and communications. Ulster Bank uses Blackberry UEM to manage and configure these devices. However, beyond the network perimeter, these devices lack the protections and controls available to traditional endpoints. This leaves them vulnerable to phishing attacks and makes it difficult to detect malware infections.

In addition, it is difficult to ensure that acceptable usage policies are complied with both in terms of content being accessed and the amount of mobile data being used. Mobile anti-virus solutions can't provide the protection required and gateway based products have multiple performance and privacy issues. Corrata provides comprehensive protection and control, is easy to deploy and administer, and doesn't impact device performance or employee privacy.

Results

Today, Corrata protects both branch tablets and employee devices at Ulster Bank. It stops phishing attacks over all mobile channels including email, sms, messaging apps like WhatsApp and collaboration tools such as Zoom. Malware detected by Corrata is immediately disabled and reported to the InfoSec team for remediation. Access to malware download sites and other risky or non compliant categories of content is blocked. Finally, rules around data usage can be enforced without impacting on employees' ability to get the job done.

Corrata