

## CELINK

### About Celink

Headquartered in Lansing, Michigan, Celink is the nation's largest independent subservicer of reverse mortgages. The company's clients include regional and national lenders, banks and insurance companies, and several well-known Wall Street firms. Celink is a Standard and Poor's designated select servicer of reverse mortgages, and is recognized and praised for its highly-detailed standard operating procedures, integrity and business practices. Celink was the first company in the reverse mortgage industry to introduce and publicly commit to its own Code of Ethics.

### Evolving Security and Maintaining Compliance

Celink's primary business revolves around financial services implementations requiring stringent compliance demands, such as the Graham Leach Bliley Act (GLBA), Federal Deposit Insurance Corporation (FDIC), and Federal Financial Institutions Examinations Council (FFIEC). In such a highly regulated industry, Celink has earned and maintains a high level of trust and credibility with its clients and auditors. This trust, and the company's commitment to delivering the highest quality service possible, has attracted much recognition across the mortgage industry. This respect is hard earned and requires constant vigilance from Celink, particularly in security.

Among many efforts to improve the quality of their services for clients, Celink recently completed migration of its proprietary ReversServ™ software to a Web-based platform. It supports many different reverse mortgage products, including Federal Housing Authority Home Equity Conversion Mortgages (HECMs), Ginnie Mae HECM MBS, and proprietary products. At the center of the service offering is the need to exchange personal financial information between Celink and its clients.

Due to the sensitivity of data being communicated, Celink's CTO, Brent Steiner, knew keeping their network secure was essential in keeping hackers out and clients' trust in. His team would be responsible for making this happen. While the company had always managed its IT operations internally with a team of six full time

### COMPANY PROFILE

INDUSTRY: Reverse Mortgages

NUMBER OF EMPLOYEES: 70+

LOCATION: Lansing, MI

CHALLENGES:

- Protecting Client Data
- Compliance
- Managing security with a small team

SERVICES USED:

- Network Intrusion Prevention (NIPS)
- Encrypted Email

"Our experience has been nothing but positive since we started using SecureWorks," said Brent Steiner, CTO Celink. "We are confident our systems and communications are secure with them in place. SecureWorks client support exceeds that of any other IT vendor we've worked with - their team is nothing short of exceptional."

employees and several contract resources, he recognized that managing the security of its systems was no small task.

### Finding the Right Partner

Steiner understood he needed more than firewalls to protect Celink's systems from security breaches. He decided to begin searching for an effective intrusion prevention/detection service (IPS/IDS). In the midst of his search, he was given the recommendation of SecureWorks from a network hardware vendor he trusted and decided to include them in the selection process. Steiner scoured industry reviews and ratings, contacted current customers, and even participated in an on-site tour of SecureWorks' facility.

"SecureWorks made a very good first impression on us," said Brent Steiner. "They really got to know us and our environment, and made recommendations specific to our unique needs and requirements."

Steiner began using SecureWorks' IPS/IDS, iSensor, in October of 2007. This improved Celink's security and, because SecureWorks has analysts monitoring the systems 24x7x365, allowed internal resources to focus on other mission critical activities.

## CELINK

---

"We remain impressed by how responsive SecureWork's team is to our needs, and if we make even the slightest change to our network, or someone tries to access our systems, SecureWorks is immediately on the phone with us to let us know what's going on," said Steiner.

### Expanding Security Services

As Steiner reviewed the regulations, he began thinking of more ways to keep Celink's network secure. "Looking at our requirements, we needed to provide users with the ability to do normal routine jobs of sending emails," said Steiner. "We were finding there are so many things that fall under the confidentiality rules of many compliance regulations, and wanted to make sure all of our communications were secure."

In May of 2008, Steiner decided to add SecureWorks' Encrypted Email Service. "We are very happy with the secure email solution," added Steiner. "With SecureWorks, we were easily able to customize our system to automatically encrypt email based on the contents and/or attachments. SecureWorks was the only vendor that could provide this level of functionality - and it's become a compelling part of our offering for our clients."

### The Value of Security

"SecureWorks gives us assurance - whether we're here or out of the office - that we have somebody watching over our environment," said Steiner. "We don't have concerns over our email violating the guidelines on what's confidential information."

Using SecureWorks not only gives Steiner peace of mind, but also Celink's clients. "Our customers regularly express that our security gives them added confidence to do business with us."

"SecureWorks helps us strengthen our relationships with clients for the long-term, and in turn, ensures that we will be partners with SecureWorks for many years to come, as well."

### About SecureWorks

With over 2,000 clients, SecureWorks is one of the market's leading Security as a Service providers. Organizations are protected from external and internal cyber-threats through SecureWorks' On-Demand Security Information and Event Management (SIEM) platform, the SecureWorks Counter Threat Unit™ and three fully synchronous Security Operations Centers (SOCs) staffed with SANS GIAC certified analysts working 24x7 to safeguard client systems. SecureWorks has won SC Magazine's "Best Managed Security Service" award for 2006, 2007 & 2008 and has been named to the Inc 500 and Deloitte lists of fastest-growing companies. [www.secureworks.com](http://www.secureworks.com)