



Guilford Savings Bank

Your Community. Your Values. Your Bank.

Executive Summary

Guilford Savings Bank

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Guilford, CT 06437

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www.gsb-yourbank.com

Company Profile

Gulford Savings Bank is a mutual savings bank; no capital stock is issued or outstanding. This allows them to focus on serving the specific needs of their customers, not on increasing shareholder value. This customer focus is what sets GSB apart from other financial institutions.

“We use several products that CCS has recommended and implemented, which have driven Guilford Savings Bank into the 21st Century.”

– Bette-Lou Rush, IS Officer



Guilford Savings Bank improves overall compliance performance with the help of Symantec gold partner Connecticut Computer Service.

Long-term Relationship

Guilford Savings Bank is a trusted mutual savings bank which has been serving the financial needs of individuals, families, and businesses for 135 years. GSB currently has over 100 employees and seven offices located along the Connecticut shoreline, with approximately 125 Microsoft-based workstations. With the growing number of regulations in the banking industry, GSB turned to Connecticut Computer Service to upgrade their compliance software, choosing Symantec Control Compliance Suite. The IT staff at GSB and CCS have worked together successfully for almost three decades, so the decision to work with CCS on this project was automatic.

“I have worked with CCS since the mid-1980s. I have a lot of respect for CCS and their technical expertise. They do it all, they do it well, and they do it with the customer as their top priority.” – Joe Novak, IS Manager

CCS recommends Control Compliance Suite

The previous compliance system utilized by GSB was inefficient, difficult to modify, and time consuming. According to Bette Lou Rush, IS Officer at GSB, the old product they used was primarily an “after-the-fact” reporting tool: “Control Compliance Suite builds on its reporting capabilities and allows us to customize our settings. It automatically compares reports to the bank’s policies to help up ensure compliance.”

Being in accordance with established guidelines, specifications, and regulation is critical in the banking industry. Control Compliance Suite by Symantec offers GSB the following features:

- Identifies IT compliance objectives
- Creates and manages written policies
- Maps policies to regulations and frameworks
- Gathers data and evidence
- Assesses risks
- Tests and monitors compliance of controls against company policies
- Provides detailed remediation instructions to fix deficiencies in controls
- Generates customizable reports



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Gulford Savings Bank utilizes several other CCS Services



Guilford Savings Bank has worked with CCS for over 15 years and continues their successful relationship with CCS through ongoing support, system maintenance, disaster recovery services and the development of new projects. In addition, CCS alerts GSB to new technologies that may be beneficial to a company of their size and pertinent to the financial industry. Some recent projects (aside from implementing Symantec Control Compliance Suite) include system hardening to further secure the environment, and server consolidation using virtualization technologies. It's customers like Guilford Savings Bank that solidify what CCS is all about.

“CCS is an honest company. They lay it out on the table and tell you the truth. That’s not something you usually find.”

– Joe Novak, IS Manager



“Our Account Executive, Tom Riggio, never makes recommendations just to make a sale. I don’t think we could make appropriate decisions about our ever-changing IT infrastructure without his expertise and commitment to working with us.”

–Bette-Lou Rush, IS Officer

About GSB

Guilford Savings Bank (GSB) has been serving the financial needs of individuals, families and businesses on the Connecticut shoreline for 135 years. Founded in 1875 by local business owners, they have proudly stood as a trusted institution in the communities they serve. Starting with a seventeen thousand dollar investment and one branch on the picturesque Guilford town green, GSB has grown to a seven-office, \$500 million bank.

Almost every facet of life has changed since 1875 except for their commitment to the customer: to deliver friendly, competent customer service, offer products and services in tune with their financial needs, and support the communities they serve through donations and volunteer hours.