

# PROGRESSIVE BANK

## Leading U.S. bank safeguards digital transactions and customer data with Appgate's Digital Threat Protection



### Background

Progressive Bank is a dynamic financial institution committed to providing innovative and customer-centric banking solutions. This industry-leading bank leverages cutting-edge technology and takes a customer-first approach to deliver a comprehensive range of financial services. With a focus on adaptability and excellence, the bank strives to meet the evolving needs of its customers while maintaining a strong foundation of trust and reliability. Progressive Bank is dedicated to fostering financial well-being and growth for individuals and businesses alike, positioning itself as a trusted partner in the ever-changing landscape of the financial industry.

### Challenges and Requirements

Progressive Bank faced the persistent challenges of counterfeit websites and phishing attempts where cybercriminals strategically targeted their customer base. These sophisticated threats attempting to deceive individuals into divulging sensitive information posed a significant risk to customers and the bank's reputation. As Progressive's digital interactions expanded, they needed to navigate the evolving landscape of cyberthreats to safeguard their customers and uphold the trust placed in their services.

Progressive Bank required a comprehensive digital threat protection solution to secure their digital infrastructure. The bank needed to be able to proactively monitor sophisticated attacks, and automatically remove all counterfeit websites to protect their customer's data. The solution needed to be lightweight and provide minimal ongoing maintenance, ensuring that Progressive Bank could allocate its resources as efficiently as possible while maintaining a strong posture.

### Solution

Progressive Bank implemented Appgate's Digital Threat Protection to proactively monitor and remove counterfeit and phishing websites. The implementation was easy, seamless to deploy and required minimal ongoing maintenance so the team could focus on other strategic initiatives. In the first six months, multiple unauthorized mobile applications were identified, tickets created, and all fraudulent activity was quickly removed without any involvement from Progressive Bank's team. As Progressive Bank continues to expand its business, Appgate's automated and adaptive threat protection capabilities enable them to drive their business in a secure way with no impact to their customer experiences.

Additional benefits include:

- **Proactive reporting:** Autogenerated reports identified and blocked counterfeit websites and phishing attacks
- **Measurable risk reduction:** Reported back to the Board of Directors the proactive actions being taken to mitigate fraud risk
- **Customer support:** Dedicated team of responsive experts to address inquiries and provide assistance

### About Appgate

Appgate is the secure access company. We empower how people work and connect by providing solutions purpose-built on Zero Trust security principles. This people-defined security approach enables fast, simple and secure connections from any device and location to workloads across any IT infrastructure in cloud, on-premises and hybrid environments. Learn more at [appgate.com](https://appgate.com)

### INDUSTRY

Financial Industry

### USE CASES

Digital brand asset monitoring

Anti-phishing

Removal of counterfeit websites

Protected web browsing

### CHALLENGES

Volume of fraudulent transactions

Lack of internal resources to address threats

Inefficient use of resources searching for threats and breaches

Addressing the growing risk of phishing attacks

Potential exposure of customer data on the dark web

Brand reputation

### BENEFITS TO PROGRESSIVE BANK AND THEIR MEMBERS

Quick time to value with a simple, secure and cost-effective deployment

Seamless and consistent user experience

Confidence in brand protection

Efficient reporting system for fraudulent websites and corresponding actions taken

24x7x365 proactive monitoring and support

**"Appgate makes us feel safe."**  
**– Betsy Jemerson, VP Digital Banking Services, Progressive Bank**