derdack SIGNL4



conexus Credit Union

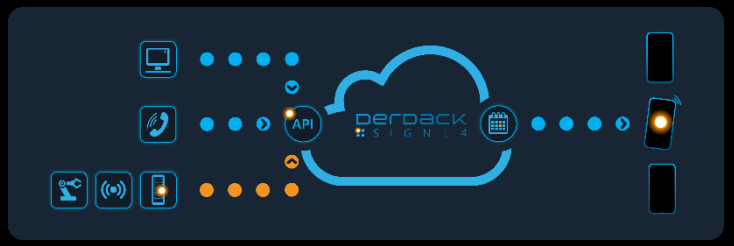
It Just Works: Conexus Credit Union Transforms Incident Response in a Single Day with SIGNL4

Challenge

Conexus Credit Union's IT and security teams faced several key issues with their legacy alerting processes:

- Fragmented workflows: Different teams relied on inconsistent methods for alerts, leading to inefficiency and confusion.
- Complex integrations: Even small adjustments required heavy middleware and manual effort.
- Noise and false positives: Overnight alerts included unnecessary notifications, adding stress to on-call staff.
- Lack of mobility: Previous mobile alerting apps were clunky, making it hard to quickly acknowledge or escalate alerts.

As a financial institution undergoing a merger with two other credit unions, Conexus also faced heightened exposure to phishing and cyberattacks, making a robust and reliable solution even more critical.



"The mobile app was a big selling feature. A single button to acknowledge an alert, clear escalation rules, and overrides for critical incidents make all the difference."

Kyle Bates, Cyber Security Analyst, Conexus Credit Union

Solution

After evaluating several platforms, including PagerDuty, Conexus chose SIGNL4 for its simplicity, reliability, and ease of integration. Key decision making factors included:

- Seamless integration with Rapid7 SIEM: Security alerts flow directly into SIGNL4, providing analysts with the context they need to prioritize responses.
- Flexible delivery: Alerts arrive via mobile push, SMS, voice, or email, with escalation rules to ensure no message is missed.
- Mobile-first design: A clean, intuitive app enables one-touch acknowledgment and simple overrides - essential for late-night alerts.
- Fast deployment: Setup took just a day, including integrations, call routing, and ad-hoc paging.
- Scalability: The platform supports current needs while offering the ability to expand across additional teams.

Benefits

Since implementing SIGNL4, Conexus Credit Union has achieved:

- **Improved incident response:** Analysts can immediately identify and act on critical alerts, reducing mean time to resolution.
- **Reduced noise:** Alerts can be tuned by schedule and type, preventing unnecessary wake-ups for non-critical issues.
- **Operational simplicity:** SIGNL4 provided a robust yet user-friendly system that replaced fragmented processes.
- **Increased confidence:** The team trusts that important alerts will be delivered, acknowledged, and tracked.

For Conexus Credit Union, SIGNL4 transformed alerting from a patchwork of tools into a streamlined, mobile-first solution. The platform not only simplified incident response but also provided the reliability and flexibility needed in a high-stakes financial environment.

CUSTOMER
Conexus Credit Union, Canada
www.conexus.ca

INDUSTRY
Finance

BUSINESS NEEDS
- Filter noise and false positives
- Consistent workflow
- Ability to respond quickly to critical incidents
- Increase mobility
- Easy integration with existing tools

BUSINESS BENEFITS
- Improved incident response
- Reduced alert noise
- Operational simplicity
- Increased team confidence

LEARN MORE
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