

## CASE STUDY

# PROTECT ATMS FROM MALWARE, NUSOURCE FINANCIAL, LLC

**INDUSTRY:**

Banking/ Financial  
Technology Services

**CHALLENGES:**

- Protect ATMs from Malware Threats
- ATMs are Network Isolated & Low-power
- End-customers dislike complexity

**OUTCOME:**

"Four Years Malware-Free! No Bloat, No Burden, No Disruptions. It's Simple to Roll-out & Easy to Forget!"

Allan Lenius, VP  
NuSource Financial, LLC



## ABOUT NUSOURCE FINANCIAL

NuSource Financial is one of the fastest growing bank technology companies in the United States, supplying innovative ATM, branch transformation, and security solutions to over 700 financial institutions. These financial institutions do not want their ATMs dragging them into mastering all things IT and cybersecurity, relying on NuSource to keep the ATMs running optimally. NuSource's services achieves this in part by finding the best available tools in an ever-changing world of technology and risks. Success means customers get no distractions, no excuses.

## SITUATION: INEFFECTIVE ANTI-MALWARE TOOLS

Jackpotting and other advanced malware compromising ATMs are constantly making headlines. Anti-malware defenses rely less on preventing compromises and more on reacting, which distracts financial organizations. Worse, newer tools need near real-time Internet access for detection data. ATMs must be network isolated and managed by third parties. Tools needing Internet access complicate operations. Further, ATMs use simple CPUs and require little memory and hard drive storage. Patching is timely but takes time to test and implement. PCI compliance affects all and anti-malware tools fall short of needs.

## SOLUTION: APPGUARD

NuSource researched and evaluated well known anti-malware tools but selected AppGuard because it uniquely blocked malware attacks (prevention) yet presented none of the unfavorable characteristics of alternatives. Machine learning antivirus was in its infancy four years ago, but has since been shown marginal improvement over traditional antivirus. Endpoint Detection and Response, and Behavior Analytics, yield too many alerts investigations and result in incidents by design. Each financial institution's network provider must give such tools Internet access.

AppGuard is not a detection tool. It blocks attacks in real-time, does not need Internet access or need analysts to investigate alerts and remediate incidents. Its Zero Trust endpoint breach prevention approach requires no Internet access. This meant it could be installed without constant central management, which renders such out of PCI scope (Central management is available, however). All indications pointed to simple preventative protection.

AppGuard's footprint was observed to be extremely small: 10 MB on hard drive, 10 MB memory, and 0.0% CPU (average), making it ideal for ATMs.

## ROLL-OUT AND ADMIN ARE EXTREMELY EASY

NuSource noted that previous Application Control tools had required considerable, costly, professional services to roll-out and maintain. "AppGuard blocks far more types of attacks than application control yet at a tiny fraction of the overhead and cost", said Lenius.

## "WE'VE HAD NO PROBLEMS; IT JUST WORKS!"

Advanced endpoint protection tools must not only block attacks but also must stay out of the way of lifecycle operations. "AppGuard has not complicated or hindered patching or configuration management. Our migrations from Windows XP to Windows 7 were not impacted by AppGuard. How could an advanced protection tool possibly be less disruptive to such migrations," said Lenius.

## NO MALWARE INCIDENTS

NuSource supports about 700 financial organizations. With AppGuard protecting Windows-based ATMs made by Nautilus, Hyosung and NCR, none has experienced a malware compromise. No PCI compliance problems. And, no alerts triage, alerts investigations, or ATM remediations. AppGuard blocks known and unknown attacks (Tyupkin, Wannacry, JackPotting, etc.) in real-time, at the ATM.

Lenius concluded, "four years later, the AppGuard difference remains the same. It's the one solution that doesn't force trade-offs preventing more versus requiring constant tuning and attention. It's one of those solutions one hopes to find. It's perfect for us and our customers. They get the install and forget solution they seek. No complications, no disruptions, no malware problems, and no need for excuses. It just works!

## "OUR FINANCIAL INSTITUTION CUSTOMERS HAVE WHAT THEY WANT FROM APPGUARD: INSTALL & FORGET"

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