

Case Study

City of Wenatchee

The City of Wenatchee is a technology-focused small city with limited resources.



Introduction

“

We didn't want to be in the news for a breach.

Dale Cantrell

Director of Information Systems

71% of breaches were financially motivated and 25% were motivated by espionage.¹

The City of Wenatchee, Washington, is best known for its apples, but it also grows another crop – electricity. Located near a series of hydroelectric dams, the area provides cheap, abundant power for the cloud services and cryptocurrency datacenters that the world relies on.

And, with a new regional focus on technology, Dale Cantrell, Director of Information Systems for the City of Wenatchee, realized a problem in 2014.

A nearby hospital and city had both lost money in phishing attacks, spurring Cantrell and the City's Finance Director on a mission to acquire budgeting for better security. They couldn't afford to increase the size of the IT team, but told the Mayor and Council, "We argued we didn't want to be in the news for a breach. We needed an affordable solution to identify security issues before it was too late." The elected leaders agreed.

¹ <https://enterprise.verizon.com/en-gb/resources/reports/dbir/>

Critical Insight solved the problem

Cantrell reached out to Critical Insight founder Mike Hamilton because of Hamilton's history as the CISO of Seattle and signed up for Managed Detection and Response. Cantrell says that the service has been invaluable. "The value to me is that 24/7 we have an extra set of eyes on our network activity to monitor the logs. We have artificial intelligence that goes through the logs, but the fact that we have real eyes around the clock is just invaluable to me."

After their positive experience with their Critical Insight MDR solution, the City engaged their Professional Services division for a Focused Security Assessment and Penetration Test to further strengthen the city's overall cybersecurity program. Said Cantrell, "I knew there were going to be issues that we had never even thought of. Critical Insight made us aware of other ways to breach our security that we hadn't considered. We fixed those together, right away."

A scenic view of a city, likely Wenatchee, with mountains in the background. The image is used as a background for the quote box.

“

We have AI but the fact that we have real eyes around the clock is just invaluable to me.

Dale Cantrell

Director of Information Systems

Critical Insight now protects and defends Wenatchee.

IS Director Cantrell is thankful when the Critical Insight Operations Center calls because he can stop criminals before it is too late.

“We just had a Nmap scan in our network, and there was a patch we hadn’t yet put on the Linux box. The bad guys helped us find that unfortunately, but Critical Insight caught it.”

Cantrell says he and his team feel like Critical Insight is always there for them. “Having 24×7 MDR definitely helps the stress level.”



“

Having 24×7 MDR definitely helps the stress level.

Dale Cantrell
Director of Information Systems