

A close-up photograph of a person's hands typing on a silver laptop keyboard. The person is also holding a white card in their left hand. The background is slightly blurred, showing a wooden desk and a white cup.

Industry

Banking

Region

Americas

Company Size

Mid Market

Products

Insight VM, MDR

Package

Surface Command

**\$6.7 BILLION IN ASSETS
AND MORE THAN ONE STEP
AHEAD OF ATTACKERS**

OVERVIEW

When Paul Dausman joined Lake City Bank 3 years ago as their Information Security Officer, the bank – with a community and commercial focus serving northern Indiana – was already a Rapid7 customer with \$6.7 billion in assets. And they were always serious about security. At the time, Paul had nearly two decades of experience spanning education, manufacturing, and healthcare sectors. But it was the financial industry, with its heightened responsibility to safeguard customer trust, that truly tested him.

“At the time I joined, Lake City Bank was already using Rapid7, which gave me a great foundation to build on,” Paul recalls. “Having a security program in place with a full SIEM allowed me to dive straight into cybersecurity leadership with a solid framework.”

InsightVM was the company’s original game-changer

Paul, constantly mitigating and navigating the threat landscape, said Rapid7’s InsightVM solution transformed his team into cybersecurity heroes by delivering rich, continuous vulnerability data that helped them lead monthly discussions with technology stakeholders and enhanced the company’s focus on the most critical security threats. “That’s only possible because of the continuous scanning and risk prioritization InsightVM provides,” he said.

Security maturity came with MDR and attack surface management

With limited resources, Lake City Bank can’t maintain its own around-the-clock, full service security operations center (SOC). The Rapid7 Managed Detection and Response (MDR) service handles 24/7 monitoring and response, which Paul calls “invaluable for a bank of our size.” As hard as his team works in partnership with Rapid7, they do go home for dinner, nights, and weekends.

That peace of mind is achieved by fine-tuning their SOC coverage to meet Lake City Bank’s unique needs. Plus, knowing there is no incident – no matter how major – that won’t be responded to through Rapid7’s promise of unlimited incident response and integration of top DFIR tools.



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Paul Dausman, City Bank
Information Security Officer



To tackle the ever-evolving threat landscape, Lake City Bank needed continuous, end-to-end visibility of its attack surface. Addressing this need with point solutions would create a disjointed view of internal and external assets, which would lead to silos, more manual processes, and additional overhead. Instead, Paul and his team added Rapid7 Surface Command, an integral component of modern exposure management that has been seamlessly embraced by Lake City Bank. “Rapid7 has a vision for what’s coming next,” Paul says. “They position themselves with mature products that are ready to integrate. We’re rolling out Surface Command right now because they’re listening—they understand that 2025 is the year of attack surface management.”

Surface Command is Rapid7’s market-leading ASM (Attack Surface Management) solution that delivers Lake City Bank and the Rapid7 SOC a continuous view of the entire attack surface, across internal and external assets. With enriched, high-fidelity details and risk profiles, their SOC is armed with the trusted, risk-aware context needed to effectively prioritize and quickly respond to incidents.

Rapid7 delivers the right platform and a “gold standard” partnership

The Cybersecurity Advisor program has been integral to the bank’s success, providing Paul and his team with insights and expertise that help shape security strategies. Having a dedicated resource and regular conduit to the Rapid7 SOC has profoundly impacted Lake City Bank’s long-term security posture: “Our cybersecurity advisor is like the gold standard for vendor relationships,” Paul notes. “The monthly calls with them provide insights into new threats, detection techniques, and best practices. It’s the most valuable meeting my team has each month.”

**HAVING A DEDICATED
RESOURCE AND REGULAR
CONDUIT TO THE RAPID7 SOC
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SECURITY POSTURE**



The need for integration and interoperability among security tools has never been more crucial. Paul believes that Rapid7's proactive approach to integration with other platforms – such as CrowdStrike and Microsoft – makes it an ideal partner for the bank's future needs.

"We're preparing for some big changes, like implementing SD-WAN and additional cloud security measures," Paul explains. "But I'm confident because Rapid7 solutions integrate seamlessly into our broader security ecosystem. They're always ahead."

CONFIDENCE. **RAPID7 IS THERE FOR THAT.**



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Information Security Officer



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