

The Credit Union that Puts 24/7 Security, Compliance, & Technical Operations at the Heart of Every Member Experience

CASE STUDY

UNI Financial, New Brunswick's largest financial cooperative, faced mounting cybersecurity threats, strict compliance requirements, and the need for uninterrupted digital banking services.

With limited internal resources, the organization sought a trusted partner to deliver 24/7 security and operational resilience—without the cost and complexity of building large in-house teams.

Bulletproof stepped in to provide expertise, advanced Microsoft integration, and a collaborative approach that transformed UNI's IT and security operations.



CUSTOMER PAIN POINTS



Escalating Cybersecurity Risks

Increasingly sophisticated threats with no 24/7 Security Operations Center in place.



Limited Internal Capacity

Small IT team unable to sustain continuous monitoring or rapid incident response.

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At UNI Financial, choosing the right partner really matters – to both our business and our members. We look for vendors who get what we do, have a solid reputation in the industry, and bring real expertise in IT, security, and compliance around Microsoft technologies.

Just as important, we want people who can work alongside our team, adapt as our needs change, and help us stay ahead in a constantly evolving digital world – Bulletproof is that partner.



Tyson Johnson, Chief Information Officer, UNI Financial



Critical Uptime Requirements

Even brief interruptions impacted payroll, loan payments, and member trust.



Compliance Pressure

Highly regulated environment demanded strict adherence to standards and proactive risk management.

VALUE-DELIVERED



24/7 Security Coverage

Bulletproof Managed Security Elite (MXDR) provided round-the-clock threat detection, proactive alert triage, and rapid incident response.



Operational Resilience

Technical Operations Center ensured uninterrupted banking services through proactive monitoring and real-time support.



Cost Efficiency & Scalability

Extended internal capabilities without expanding headcount, reducing downtime and optimizing resources.



Microsoft-Integrated Protection

Leveraged Microsoft Sentinel SIEM, Defender for Endpoint, and Entra ID for comprehensive security.



Tailored Approach

Custom playbooks, dashboards, and risk matrices aligned with UNI's governance and compliance frameworks.

"Working with Bulletproof has given us real confidence in how we run the credit union and stay ahead of security threats. Their 24/7 support means fewer events turn into real incidents, which helps protect our reputation and keeps our members' trust strong."

Their Technical Operations Center has also been a huge help—keeping a close eye on our systems, supporting our compliance efforts, and helping us avoid potential legal risks and downtime. It's allowed our team to focus on the bigger picture while knowing the day-to-day is covered."

Tyson Johnson, Chief Information Officer, UNI Financial



IMPACT



Continuous Availability

Eliminated after-hours gaps, ensuring members' uninterrupted access.



Operational Efficiency

Significant IT efficiency gains and cost savings.



Improved Security Posture

Reduced incident volume and accelerated response times.



Strengthened Compliance

Detailed reporting supported regulatory readiness and brand protection.



Enhanced Visibility

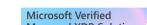
Real-time dashboards for security and infrastructure performance.

WHY BULLETPROOF

Bulletproof helps organizations tackle complex challenges with confidence—strengthening cybersecurity, modernizing IT infrastructure, and maximizing Microsoft technologies.

With deep industry expertise, a people-first approach, and a trusted Microsoft partnership, we deliver scalable solutions that drive measurable impact. Recognized as Microsoft's 2024 Security Trailblazer and named CRN's 2025 MSP Top 100 Security Providers,

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Microsoft Intelligent
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