CUSTOMER SUCCESS STORY

City National Bank of Florida Elevates Security Maturity with the Deepwatch Guardian MDR Platform™

"Deepwatch has been both a strategic partner and a trusted extension of our team. Together we've built a security program that's mature, measurable, and resilient."

— Brian Fricke, CISO, City National Bank of Florida

CHALLENGE

Limited Visibility, Growing Risk

When CNB first engaged Deepwatch, the bank's cybersecurity program was in its early stages. Visibility was limited, the existing log management tools were slow and unreliable, and generating standard security metrics could take days.

With just a few security engineers supporting over a thousand employees, CNB needed to scale its detection and response capabilities without overextending its resources.

"In my first week here, I realized we needed a real SIEM and correlation engine," said Pedro Dominguez, Director of Security Infrastructure and Operations. "Even basic questions took days to answer. We needed to modernize quickly."

At the same time, CNB faced increasing scrutiny from auditors and regulators, along with rising cyber insurance requirements. The team needed to demonstrate measurable maturity and operational readiness without expanding headcount.

SOLUTION

Deepwatch Becomes a True Extension of the CNB Security Team

Deepwatch delivered a fully managed SOC with 24/7/365 detection, response, and firewall management, integrated with CNB's existing Splunk environment. The Deepwatch team built an operational rhythm that worked well with CNB's internal security staff, supporting everything from audit response to incident handling.

That collaboration proved critical during a global cyber event that affected thousands of organizations. Deepwatch worked with CNB through incident response, containment, and recovery—earning praise from the FBI for the bank's rapid reporting and coordination. "We were one of the first three organizations in the world to report that compromise to the FBI," Domingues said. "The response and coordination were outstanding."

"What I value most is that I don't have to start from scratch every time there's an issue, Deepwatch knows our environment inside and out. They're proactive, responsive, and always available."

— Pedro Dominguez, Director of Security Infrastructure and Operations

ENTERPRISE DETAILS

Industry: Financial Services

Headquarters: Miami, FL

Employees: 1,100

Deepwatch Services: Deepwatch Guardian MDR Platform™, Managed Firewall

OVERVIEW

A Security Program Built on Trust and Teamwork

City National Bank of Florida (CNB), the official bank of the University of Miami, is one of the largest community banks in the state, serving clients across South Florida with a deep commitment to security, stability, and innovation.

As digital threats grew more sophisticated, CNB's leadership sought a managed detection and response (MDR) partner that could extend their small but expert internal team, helping them maintain the same high standards of trust and resilience that define their banking operations.

That search led to a long-term partnership with Deepwatch, providing managed SOC, firewall, and detection services that strengthened visibility, improved response times, and enhanced operational resilience across the enterprise.

CUSTOMER TESTIMONIAL

"I've already referred Deepwatch to others. When people ask about MDR, I tell them I love Deepwatch. They're not just another vendor, they're part of my team. They treat me like a human being, not another client. That's what Deepwatch does best."

— Pedro Dominguez, Director of Security Infrastructure & Operations, City National Bank of Florida

CYBER OUTCOMES

From Reactive to Resilient

Under CISO Brian Fricke's leadership, CNB's cybersecurity program evolved from tactical operations to a strategic enabler of business confidence. Working with Deepwatch helped CNB demonstrate measurable improvement across key areas:

- **Significant reduction**—estimated near 80%—in cyber insurance premiums, driven by improved 24/7/365 detection coverage and demonstrable program maturity.
- **Streamlined audit readiness**, with Splunk dashboards and Deepwatch reports enabling CNB to satisfy regulator requests in minutes instead of days.
- **Validated security posture**, confirmed through annual penetration testing and reduced incident dwell time.
- **Operational resilience**, achieved through a strong partnership model combining human expertise with automation.

"Deepwatch gives us enterprise-grade visibility and response at the scale of a community bank, that partnership has been a force multiplier for our program, it's improved our efficiency, and even lowered our insurance costs."

— Brian Fricke, CISO, City National Bank of Florida

Looking Ahead, Evolving Together

CNB continues to advance its security program, exploring proactive capabilities like continuous threat exposure management, identity-based response, and enhanced insider risk monitoring.

As technology and regulation evolve, Fricke and his team rely on partners who innovate while staying grounded in sound security fundamentals.

"We expect our partners to stay ahead of the curve, Deepwatch helps us anticipate what's next, whether it's AI-driven risk, automation, or threat exposure management. It's not about tools; it's about strategy and partnership."

— Brian Fricke, CISO, City National Bank of Florida