

How Gradient Cyber's MXDR Helped FMHC Reduce Alert Fatigue and Achieve Compliance

The Client

First Mutual Holding Company (FMHC), is a member-owned holding company that provides shared services operations, including IT and security support, to its affiliate banks. FMHC supports affiliates with a centralized infrastructure, enabling them to maintain their unique branding and charter while benefiting from the shared resources of a holding company.

Headquarters

Lakewood, OH

Industry

Financial Services

Company Size

450+ employees, 10 IT staff,
2 IS staff

Geographic Reach

Multiple locations across the US

Why FMHC came to us

First Mutual Holding Company (FMHC) engaged Gradient Cyber to provide 24/7 security telemetry monitoring, threat detection and response, and an overall stronger cyber security posture for stringent regulatory demands across affiliate banks.


Key Challenges

Log Management & Correlation

24/7/365 Monitoring

Regulatory Compliance

Resource Constraints



Gradient Cyber's MXDR SitReps - which include alert contextualization across systems that would require a lot of time-consuming examination for relevance on our part, let alone expertise - just makes threat response so much easier for us. Combine that with around-the-clock monitoring, and it makes obvious financial sense for us to just outsource this effort to a trusted service provider.



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The Challenge

FMHC faced the same cybersecurity hurdles that many mid-market organizations encounter: alert "blindness," as well as a lack of experience and bandwidth to effectively analyze and correlate logs across systems. Without the resources for 24/7 monitoring, potential threats could slip through unnoticed. Adding to the challenge, strict OCC and FDIC regulations demanded robust compliance measures. Limited resources left FMHC stretched thin, making it hard to manage daily IT operations while maintaining strong security.

The Solution

For seven years and running, Gradient Cyber MXDR has been a cornerstone of FMHC's cybersecurity strategy, monitoring and leveraging their existing IT and security infrastructure – including Active Directory, Sophos firewalls, Sophos endpoint detection and response, and Cisco routers. By centralizing and analyzing logs, Gradient Cyber delivered clear visibility into network activity, while 24/7 threat monitoring enhanced FMHC's ability to respond to priority alerts in a timely manner. Gradient Cyber's actionable situational reports (SitReps) have become a key component of FMHC's weekly and monthly security updates, enabling them to stay ahead of threats and focus on core operations.

Key Features of Our Managed XDR Solution

Proactive identification and analysis of anomalous behavior and activities

Regulatory compliance support with extended log retention and advanced reporting

24/7 monitoring without the need to hire additional staff or invest in expensive tools

Reduced "alert blindness" allowing the IT team to focus on business initiatives and operational efficiency

The Results

With Gradient Cyber's MXDR, FMHC was able to:

- ① **Proactively identify and analyze anomalies**, providing the insights needed to prevent potential breaches
- ② **Achieve regulatory compliance** with extended log retention and advanced reporting to satisfy regulatory audit requirements
- ③ Leverage 24/7 monitoring **without the need to hire additional staff or invest in expensive tools**
- ④ **Reduce "alert blindness"** and allow the IT team to focus on business initiatives and operational efficiency

The Long-Term Value

FMHC relies on Gradient Cyber to meet its security and regulatory needs with confidence. By incorporating their SitRep insights into weekly and quarterly reports, FMHC keeps stakeholders informed and ensures transparency. Gradient Cyber MXDR allows our IT and security affiliate support team to focus on the core business needs of banking operations.

About Gradient Cyber

Gradient Cyber provides **Managed Extended Detection and Response (MXDR) solutions tailored for mid-market organizations**. Combining AI-powered analytics with human expertise, we deliver **24/7 threat detection** and response across networks, endpoints, cloud environments, and applications.

Our **technology-agnostic platform integrates seamlessly with existing IT and security stacks** to craft customized security solutions, ensuring early detection and prevention of cyberattacks. With Gradient Cyber, businesses gain proactive protection against evolving cyber threats, reducing risk and allowing IT teams to focus on growth.

For more more information: [Contact Us](#)