

# Customers

## Banking



A national banking network supporting 100+ institutions replaced fragmented incident playbooks with secure, out-of-band workflows and improved team coordination—accelerating response times and improving resilience across both technical and non-technical units.

### Business Outcomes

- Faster decision-making via battle-tested playbooks and drills
- Eliminated risky tool reliance through secure, centralized communications
- Improved executive oversight with real-time incident visibility and audit trails

**“The ability to log all communications that are part of an incident and invite outside people, such as our managed services and any outside legal counsel, to participate in an incident also stood out as a huge benefit to adopting BreachRx.”**

— CIO  
*National Bank*