SharkStriker

CASE STUDY



Industry: Public sector

Discover how we assisted a USA-based administrative services provider in identifying and addressing vulnerabilities in firewall and IT infrastructure

Background

As a US-based public sector administrative service provider for 40 years, our client provided complete administrative services to employers seeking efficient benefit plans. They specifically catered to Flexible Benefit and COBRA Administration plans.

With over 1000 employers already availing of their services, they have established themselves as one of the best firms in the USA. Their current growth is around 10% a year, with the main focus on customer growth through personalized services, commitment to administrative excellence, and professional integrity.

They were looking for a cybersecurity company that can help them optimize their firewall capabilities through the right set of configurations. And assess their IT infrastructure's vulnerabilities and weaknesses and address them with the right measures.

Objectives

- Identify all the prevalent vulnerabilities and security weaknesses in the IT infrastructure
- Take measures to treat all the vulnerabilities in the IT infrastructure
- Optimize their firewall with the right configurations and enable it for superior cyber resilience
- Establish a cybersecurity posture that works smoothly in addressing even the most sophisticated threats
- Improve reputation as a result of cybersecurity posture

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One of the primary challenges to the firm was they had no team of cybersecurity experts for helping them solve all of their cybersecurity challenges. There was a persistent problem of increasing cyber risks due to the cybersecurity skill shortage on board. This made them vulnerable to cyberattacks that exploited the lack of proper configuration in security solutions and lack of monitoring. The following are the challenges faced by organizations:

- They had no idea about the security loopholes in their cybersecurity posture
- No reports that could help them understand how to direct their course of action
- They had to protect the data of 1000 clients each with hundreds of customers
- They were not able to identify the best configuration for the optimal performance of their firewall
- No team to identify the underlying vulnerabilities in the IT infrastructure
- Absence of round the clock team for monitoring the firewall and rendering it with optimal settings for more precise detection of threats and anomalies

Solutions

Finally, our client found the team they were looking for to assist them in achieving all of their cybersecurity objectives. We helped them through a complete head-to-toe assessment of the security vulnerabilities in their IT infrastructure.



Once identified, we created a systematic plan consisting of all the rules, configurations, policies, and procedures to treat all the security risks and vulnerabilities in their IT infrastructure. We assisted them by rendering the following solution to their challenges and problems:

- The foremost step was to draw a detailed scope of our client's cybersecurity requirements for drawing a clear course of action
- Based on the scope we planned in rendering the following activities - pen-testing of their entire IT Infrastructure using some of the real-world attack techniques
- We conducted a top-to-bottom security assessment to determine the existing vulnerabilities in their status quo infrastructure
- We assessed their firewall capabilities and optimized them with optimal configurations for detecting the most immediate threats
- We created a comprehensive report of all the vulnerabilities in their IT infrastructure categorized as per their severity.

- The next step was to implement the measures of remediation
- We re-assessed the IT infrastructure post-implementation of remediation measures to check whether there were still any vulnerabilities that were not addressed
- We configured the firewall and monitored it for round the clock first layer of defense against all the threats to the network.

Outcome

As a result of our cybersecurity solutions for their company-specific challenges, we assisted them in gaining the following results:

- They were able to improve their productivity completely stress-free from the danger of disruption
- They had a detailed idea of all the vulnerabilities, categorized as per their severity
- They no longer had to worry about cyberattacks based on the exploitation of configuration
- Their cybersecurity posture improved overall as a result of all the measures that we implemented post-pen-testing their IT infrastructure
- Their firewall was fully managed by cybersecurity experts, working optimally in threat detection of even the most sophisticated threats
- They were able to plan better with full knowledge of their security standing along with the vulnerabilities they were exposed to as per their severity
- Their reputation among the stakeholders increased due to the protection of all their data.
- Increased trust among customers led to increased brand loyalty

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