SharkStriker

CASE STUDY

Industry: Telecommunications

# Assisted Telecommunications giant with enhanced cybersecurity posture through SOC/SIEM-as-a-service

## Background

A telecom giant that is a partner of the renowned international company delivering telecom services across Mobile, Fixed and Optical networks in Britain. They had expertise in the implementation of E2E delivery services across multiple areas of the telecommunications industry. As they continued to expand, they needed to secure all the sensitive information of their millions of customers and establish a cybersecurity foundation that catered to the most immediate threats with an instantaneous and precise response.

## Objectives

- Deploy a solution that renders centralized visibility and assists them in achieving all the information security and compliance goals.
- Identify all the existing vulnerabilities in the IT infrastructure.
- Implement measures for remediating all the identified vulnerabilities.
- Establish a baseline security posture that caters to all the immediate threats.
- Raise brand reputation through increased security of customers' sensitive information.
- Achieve round-the-clock security across the IT infrastructure.

## Chanllenges

As a telecommunications company with more than a million customers being part of their loyal customer base, they were under high pressure to implement security measures that secured their customers' sensitive personal information. There was no solution or a team that could handle security events with precision. This is the main reason why they were highly vulnerable to cyber criminals that were looking to steal their data or engage in ransomware.

- Limited expertise on board that can help them take the measures such as policies and procedures
- No fully managed solution for rendering 360-degree visibility of their security solutions and processes.
- Absence of reports to take necessary actions.
- No solution for automated response to security alerts.
- Lack of a team that can help them with the categorization of threats as per their severity.
- No solution for handling large quantities of security operations with precision

## Solutions

They finally found SharkStriker, a company that offered them a holistic range of services and solutions that catered to their every requirement single-handedly. With us, they found a solution they were looking for that helped them in achieving all their cybersecurity goals, and with our team behind it fully managing it, they were able to become more confident about their cybersecurity. The following are the different steps/measures through which we solved their challenges:

- Our experts conducted a basic security assessment of their status quo security posture.
- Based on the observations, we recommended measures that are to be implemented.
- We understood their requirements, and tailored and deployed our highly cutting-edge SIEM that was driven by AI and ML and led by our team of experts.
- SIEM was able to handle large quantities of alerts. It was able to automatically respond to security alerts.
- It ensured that all the sensitive customer information was protected to its full integrity.
- SIEM rendered continuous monitoring of their IT infrastructure, not letting even a single window of opportunity for threat actors to make their move.
- It generated actionable insights which assisted them to make meaningful decisions.

## Outcome

SharkStriker's robust SOC/SIEM services optimized for the company's specific requirements were able to assist them with the following outcomes:

- They were able to gain 360-degree visibility of their security operations.
- Enhanced productivity through automated response with SOAR.
- Rendered them with a dashboard that provided centralized decision-making on matters of cyber security through reports.
- The company was able to focus on innovation stress-free from cyber attacks.
- Increased protection of customer information through continuous monitoring.
- Their brand image improved as a result of increased trust from customers due to the round-the-clock protection of their valuable data.



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