SharkStriker

CASE STUDY

SharkStriker assists public sector bank gain round the clock security

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Our client came from the banking sector, spearheading the co-operative movement in the sector with the sole focus on increasing customer experience through their range of banking services. They had been serving a huge base of customers for 40 years and they wanted to innovate their services through technology, creating newer experiences for their customers. For this, they had started offering online banking services such as mobile banking, internet banking, E-payment etc.

Objectives

- Protecting all sensitive personal and banking related information of customers
- Establish a single point for all cybersecurity needs
- Identify and assess all the posture weaknesses and augment baseline security
- Create a cybersecurity culture
- Meet all the compliance requirements
- Implement measures of protection against cyber breaches
- Safeguard and improve brand image through security posture improvement

Challenges

As a reputed company, securing their customers' personal and financial information was critical for them. However, they did not possess any cybersecurity team that could help them with enhancing their cyber security posture. They wanted a cybersecurity company that can render them with a complete solution for their problem through a single platform fully managed by cybersecurity experts. The company faced the following challenges:

- They did not have a centralized view of security processes
- No expertise to conduct an extensive assessment of their security posture
- They weren't able to identify the underlying vulnerabilities in their IT infrastructure
- There was no solution for the protection of their customer's sensitive financial and personal information.
- Without a team, they were unable to identify and implement the right set of security measures to combat the most valuable assets
- They had to manage multiple vendors for security
- They weren't able to train the personnel of their roles and responsibilities in cyber security due to a lack of skills/expertise

Solution

Their search for a team of cybersecurity experts who can help them solve their challenges came to an end. Through our robust MDR (Managed Detection and Response) and a SOC team to fully manage it, we were able to cater to each challenge holistically. The following are the measures we undertook to solve their challenges:

- At first, our experts assessed and understood their specific challenges before they could start with execution of services
- We tailored our MDR solution specific to their requirements and deployed it to their IT infrastructure
- We conducted an extensive assessment of their existing cybersecurity posture. For this we conducted VAPT, Firewall security assessment and other tests
- We identified and categorized all the assets where information was dealt with and stored
- Our MDR gave them complete visibility of their security posture on real time basis through easy to use dashboards accessible by them
- Based on the vulnerabilities and security weaknesses identified, we created a risk treatment plan that could remediate all of their vulnerabilities
- Implemented the plan with the right technology, measures, controls, policies, configurations and rules
- Created a report of all the recommendations and the security measures that are to be implemented

Outcome

SharkStriker's fully managed MDR assisted our customer to gain the following outcomes:

01 Centralized visibility of all the ongoing and executed security processes

02 They were able to focus on innovating their services to enhance their customer experiences

03 Increased reputation and trust with their customers due to real time protection of data and financial information

04 Round the clock security that took care of the cybersecurity of their business' IT infrastructure

05 Dedicated team of cybersecurity experts who attend to all the day to day as well as long term cybersecurity objectives

06 Having a cybersecurity solution driven by AI and ML and led by experts allowed them to plan their growth without worries from disruptions due to cyber attacks





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