PT MULTISCANNER: PROTECTING ONLINE CLAIMS PROCESSING FOR INGOSSTRAKH

"Now that policyholders themselves can upload documents to our online service, the odds of encountering malicious files have risen enormously. So one of our team's jobs is to quickly detect and block any such viruses. That is why we chose PT MultiScanner from Positive Technologies. This solution for detecting malicious files integrates perfectly with our online service and other security systems, making our network more secure."

Andrei Polomoshnov,
Head of Information Security Operations
at Ingosstrakh

CLIENT PROFILE

+ **Name:** Ingosstrakh

+ **Industry:** insurance

+ **Geographic presence:**
  Russia, Belarus, Armenia,
  Kyrgyzstan, Uzbekistan,
  Kazakhstan, Azerbaijan,
  China, India

+ **Total premiums in 2016:**
  RUB 92.3 billion
  (~USD 1.5 billion)

+ **Basic car insurance
  (liability-only) policies:**
  over 2 million

+ **Solution:** PT MultiScanner
  for full-scope antivirus
  scanning of files uploaded
  by clients online and via
  office terminals

SECURITY CHALLENGE

Today's insurance business is digital-centric. Insurers of all types offer their clients the opportunity to file claims and provide supporting documentation without ever leaving home, thanks to email, official sites, and online services.

At the same time, these very same methods make insurers' IT infrastructure vulnerable to hackers. In the most common type of attack, a web service is compromised, after which malware is used to infect internal infrastructure. So when the Russian insurance company Ingosstrakh deployed a new online service for accepting documents relating to car insurance claims, it was necessary to find a solution that would meet several key needs:

+ Detect malware with a high degree of reliability.
+ Provide real-time protection.
+ Integrate well with the functionality of the online service.
+ Not interfere with existing infrastructure and business processes or degrade the user experience.
+ Scale well and handle large loads.

SOLUTION

That's why Ingosstrakh chose PT MultiScanner from Positive Technologies. Positive Technologies experts analyzed the workings of the online service to create security recommendations. Based on these, Ingosstrakh worked alongside Positive Technologies to implement ICAP support, as well as install and configure an ICAP client. Then Positive Technologies specialists adapted and configured PT MultiScanner to seamlessly fit with the architecture of the online service and existing IT infrastructure. Integration with PT MultiScanner was successful—proving that good security is never an accident.

KEY FEATURES

+ Comprehensive scanning of files using multiple antivirus engines, static analysis, and reputation lists from Positive Technologies

+ Retrospective analysis of files for detecting hidden malware and advanced persistent threats (APTs), as well as assisting in incident response and investigation

+ Aggregation of information about all threats across company data streams

+ Support for standard interfaces (SPAN, MTA, ICAP, REST API) to simplify deployment

+ Improved employee awareness and involvement in the security process

Evgeniya Krasavina, Head of Presales at Positive Technologies, shares her view of the process: "Thanks to our close collaboration with Ingosstrakh, it was possible to fine-tune the product based on the client's needs and integrate PT MultiScanner with existing infrastructure. The project was a fantastic experience: we got to work together to design security mechanisms for the web service, starting with the earliest stages of development."

The existing Ingosstrakh system for handling threats was substantially improved by PT MultiScanner, thanks to multiple scanning engines, retrospective analysis, and secure use of reputation services. With its great support for further integration, the new protection system has plenty of room for growth and the flexibility to handle any regulatory changes.
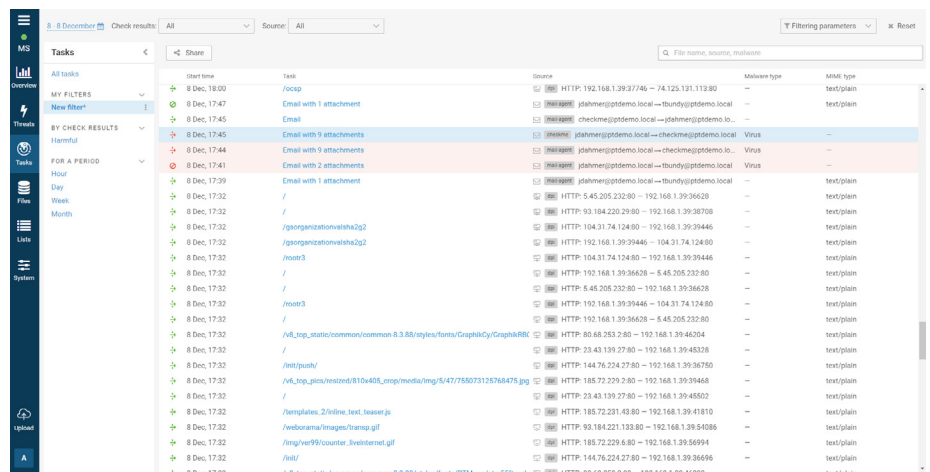
RESULTS

By running PT MultiScanner in combination with other protection systems, Ingosstrakh has full visibility on content from external sources and strengthened the ability to withstand threats, detect related attacks, and investigate incidents. Security wins, as do the company's customers, who benefit from convenient uploads via terminals in Ingosstrakh offices and from their own devices.

About Positive Technologies

Positive Technologies is a leading global provider of enterprise security solutions for vulnerability and compliance management, incident and threat analysis, and application protection. Commitment to clients and research has earned Positive Technologies a reputation as one of the foremost authorities on Industrial Control System, Banking, Telecom, Web Application, and ERP security, supported by recognition from the analyst community. Learn more about Positive Technologies at ptsecurity.com.

POSITIVE TECHNOLOGIES

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