POSITIVE TECHNOLOGIES

Ahmad Hassan
Director of Risk Management and Compliance

COMPANY PROFILE:

+ Industry:
Telecommunications

+ Customer Base: 6.5m mobile subscribers; 555,000 fixed lines, 70,000+ businesses

+ Service Offering: Fixed and mobile telephony, broadband and IPTV

+ Revenue: US$2.9bn (2013)

du

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DUBAI-BASED TELCO DU CUSTOMIZES COMPLIANCE MANAGEMENT WITH MAXPATROL

THE CHALLENGE

Provide customized compliance assessments and reduce risk levels with more efficient vulnerability detection

Dubai-based telco du has enjoyed rapid growth since its inception in 2006, achieving an almost 50% share of the mobile market, employing 2,000 staff and expanding its product offering to include technologies such as IPTV, mobile telemetry and satellite uplink/downlink services for broadcasters.

IT Security has always been a key priority for du which previously used several different tools to monitor vulnerabilities across various systems. In 2012, the company's Security Compliance Operations (SCO) team began working towards a more streamlined approach which could be integrated with their existing Governance, Risk Management and Compliance (GRC) methodology. "We are always working to reduce our level of risk," says du's Director of Risk Management and Compliance, Ahmad Hassan. "And we knew that we could improve security if we adopted a more efficient vulnerability management process and gained better visibility of our compliance with technical standards like the CIS guidelines."

du sought to consolidate both vulnerability and compliance management in a single solution that would work across the widest possible range of technologies, including core telecommunications equipment and remote systems that aren't connected to the main headquarters. "We wanted to develop new technical KPIs that were specific to our systems and our way of working," explains Mr Hassan, "so it was essential that we chose a system that could cover our entire network but could also be easily customized to our particular needs."

THE SOLUTION

MaxPatrol Vulnerability and Compliance Management

Installed at the du headquarters in Dubai, MaxPatrol is used to conduct penetration testing, audits and compliance assessments across a wide variety of business-critical systems. These include dozens of Windows servers and Unix-based systems from both IBM and HP. MaxPatrol's mobile server software is also used to carry out on-site assessments of local networks at remote du facilities which have limited connectivity.

Installation and configuration of MaxPatrol took approximately one month. This included the customization of compliance checks to du's requirements and the simple configuration tasks required to set up exports of all MaxPatrol vulnerability and compliance data into du's RSA Archer GRC system.

Using MaxPatrol's built-in library of technical compliance checks, du was rapidly able to assess all its systems for compliance with both CIS guidelines and the additional security standards recommended by Positive Technologies. Analysis of this data enabled du's SCO team to develop a new set of custom security KPIs which are now used by MaxPatrol to carry out regular, automated measurements of du's network security levels.

In the future, du plans to extend its use of MaxPatrol to its core telecoms equipment and roll it out across additional remote sites.

HIGHLIGHTS

+ Focused compliance management efforts on technical standards measured against customized security KPIs

+ Reduced risk with more efficient vulnerability detection and remediation and more supported systems

+ Extended the security team's reach using mobile scanning of sites with limited connectivity

+ Improved visibility of risk levels with granular reports tailored to each system administrator

THE BENEFITS

Customized compliance assessments, increased efficiency, reduced risk levels

"Customization has been the key for us," says Mr Hassan. "Our business is unique and that means we have unique security challenges. MaxPatrol allows us to set our own security KPIs so we can measure our compliance with the technical standards that matter most to us."
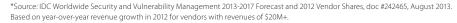
"We found that MaxPatrol worked with more of our systems and produced better quality results than other solutions on the market," he adds. "Not only did MaxPatrol find vulnerabilities in our network that other systems had failed to find, it also gives us more detailed information on each weakness. This greater visibility means we can tackle issues more rapidly and reduce our level of risk."

MaxPatrol's highly-granular data feeds have allowed du to customize reports for each of their systems administrators, helping to improve operational efficiency and free-up more of the SCO team's time to be spent on eliminating vulnerabilities. Integration of MaxPatrol with du's existing GRC solution ensures a joined-up approach to risk across all areas of the company's operations.

"MaxPatrol's mobile scanning technology has also allowed us to expand our vulnerability and compliance processes to remote locations which have limited connectivity," adds Mr Hassan. "Enhancing protection for these sites has improved our overall security levels and is something we could not have achieved with a cloud-based solution."

About Positive Technologies

Positive Technologies is a leading provider of vulnerability assessment, compliance management and threat analysis solutions to more than 1,000 global enterprise clients. Our solutions work seamlessly across your entire business: securing applications in development; assessing your network and application vulnerabilities; assuring compliance with regulatory requirements; and blocking real-time attacks. Our commitment to clients and research has earned Positive Technologies a reputation as one of the foremost authorities on SCADA, Banking, Telecom, Web Application and ERP security, and distinction as the #1 fastest growing Security and Vulnerability Management firm in 2012, as shown in an IDC report*. To learn more about Positive Technologies please visit www.ptsecurity.com.

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