

CASE STUDY



Digital Gift Card Company Selects Vertek Cyber's Managed Threat Intelligence (MTI) Solution for 24/7 Visibility and Protection Against Cyber Threats

SUMMARY

This Vertek customer is a digital gift card company that offers a complete line of business reward solutions. The organization delivers an intuitive technology solution and an extensive reward catalog that makes giving gifts a strategic part of a company's corporate rewards program. In order to satisfy regulatory requirements like PCI-DSS, the solution experts on the technology team implemented an internally managed Security Information Event Management (SIEM) platform to log and aggregate security and event data from their critical assets. With more than 1,000 customers and a cutting-edge reward technology platform, this next-gen company has an extensive and complex technology infrastructure that automatically scales with demand.

CHALLENGES

Primary challenges customer was facing:

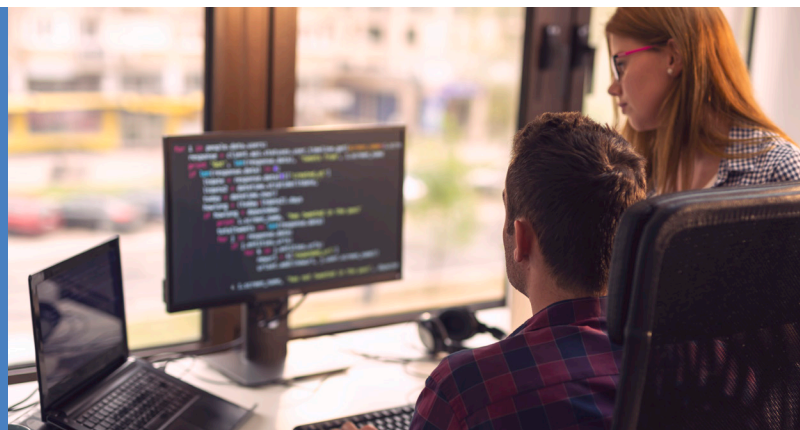
- Limited internal bandwidth to focus on SIEM; filtering through the noise generated
- Operationalizing SIEM capabilities, analytics, and reporting to check 'many boxes' required to satisfy auditors
- InfoSec Leaders had concerns that there were blind spots relative to data and information security

SOLUTION

The company selected Vertek as their expert Managed Detection Response (MDR) partner to shed some light on critical security blind spots and perform security information event management. Vertek's solution offering, Managed Threat Intelligence (MTI), couples both Managed SIEM and 24/7 SOC-as-a-service.

“The team at Vertek has been massively helpful to our growing company. They have alleviated a very large strain and given us the ability to focus on other aspects of our jobs without us ever losing a foothold on security monitoring and alerting.”

– Lead InfoSec Engineer



RESULTS

The digital gift card company believes that Vertek's MTI solution has been a crucial driver to their success, allowing the organization to protect its business assets and customers, and have greater peace of mind about missing critical alerts. The company has much greater security visibility across its environment plus a more efficient framework for meeting compliance requirements. Greater access to threat intelligence across its environment also gives them the ability to detect, analyze, and respond to malware in many cases before any damage is done, protecting the organization's reputation and customers. They like that Vertek is actively scanning their production environment for threats, and has alerted them to potential malicious activities that were previously undetected. Internal leaders have a better feeling of safety and security, plus the managed services have freed up several hours per week, once spent chasing down alerts.

3 million +

average number of events per day
normalized by Vertek's SOC

94%

alarm deflection maintained since MTI
implementation

“ Each month, Vertek provides monthly security readouts that help keep the team in check and communications lines open.”

– IT Manager

Vertek's white-glove approach

The Managed Threat Intelligence solution is a combination of people, process and technology. Under the hood of MTI is a solutions company with over 30 years of experience providing critical operations services to Tier 1 carriers and Large Enterprises. Leveraging US-based certified security expertise, armed with hardened SOC BPM capabilities, IR tools, and its own enhanced proprietary threat intelligence feeds, Vertek's Security Operations Center provides continuous front-line threat visibility and actionable remediation guidance.

Closing critical compliance gaps and greater peace of mind

Vertek's managed security solution maps to the NIST Cybersecurity Framework (CSF) which helps solve typical compliance gaps for the customer. Instead of a following a mostly manual compliance process that involved manual report creation required by auditors, the solution's security controls, processes, and SOC reporting go above and beyond traditional reporting and analytics to satisfy auditors. Monthly security readouts, monthly reporting, and analytics are also available to prove to auditors the gift card company is properly securing customer data.