



Multinational trading company improves security awareness and insight to security risks with NTT Security

Business overview

The client is an EMEA subsidiary of a multinational trading company. The company's IT department provides standard IT services to locations across 25 countries. There are also over 90 affiliates and subsidiaries which do not use the organisation's IT services, but have to adhere to IT policies set at corporate level. The majority of the IT operation is outsourced and the complexity of the organisation has always been a challenge for establishing an effective governance framework.

Business issue

In March 2015, the client's EMEA IT department contacted NTT Security for assistance with a number of serious social engineering and spear-phishing attacks. The previous year, the customer had engaged another consultancy to carry out an IT maturity assessment, which indicated that although the company had strong information security controls in place, the number of incidents was continuing to increase significantly.

The increase in attacks almost resulted in a significant 35 million euro loss to the client which was only narrowly avoided when an ad-hoc manual process check was carried out.

Particular challenges

The organisation's approach to risk identification and management was not fully developed in its strategy or application, and the client relied heavily on incumbent IT service providers to gain visibility to the issues. Unfortunately, these service providers did not have the skills to deliver this insight, nor were they contractually obliged to do so. In order to put a robust security framework in place across the business, this lack of visibility needed to be remedied.

Security vulnerabilities within the business were going unnoticed, resulting in repeated attacks on staff through social engineering. Data loss was occurring, and some staff were found to be misusing company resources. This impacted market reputation and also opened the company up to possible financial damage.

Solution and approach taken

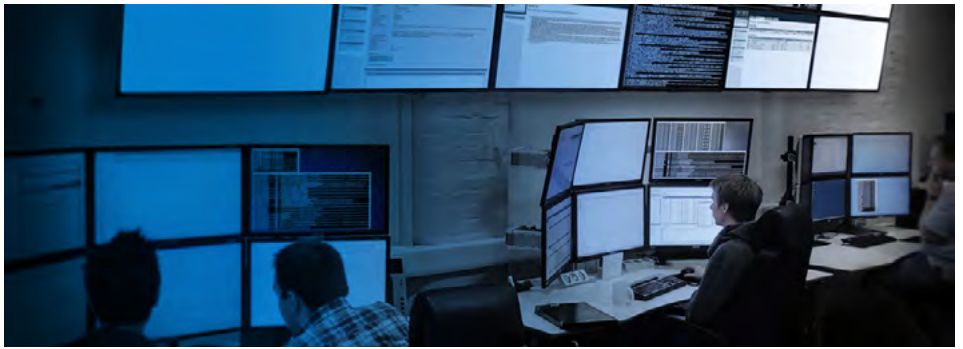
NTT Security carried out a Risk Insight Express security assessment to identify the causes of the increase in security breaches and to support the development of an information security improvement programme. NTT Security consultants worked together with the client and recommended using the GCHQ 10 Steps to Cyber Security as a benchmark.

Using a rapid workshop approach, NTT Security assessed the client's current security posture and identified several high-risk areas impacting the business. The consultants' report made recommendations for immediate remediation, as well as a prioritised roadmap for improvement. This provided visibility across the organisation and demonstrated return on investment for implementing the recommendations, as well as matching technical deliverables to commercial goals.

Benefits and outcome

An immediate benefit was improved visibility of security risks, coupled with key recommendations for improvement. The company is now able to focus investment in security controls, according to the impact on the business. NTT Security is helping the organisation to implement the high-priority improvements, adding to the overall security maturity of the organisation.

As part of the security improvement process, NTT Security deployed a proof of concept device to capture the customer's network traffic. This indicated that there were critical instances of malicious traffic (communication to a known command and control address, and existence of zero day viruses left over 10 days, for example). This holistic analysis showed up the underlying causes of the breaches, helping the customer to decide where to prioritise implementation of controls according to the level of risk.



NTT Security worked with the client to carry out a Risk Insight Express security assessment to quickly identify and prioritise actions to address cyber security risks to the business.

Why NTT Security?

The client selected NTT Security for the breadth of business and technical experience the team demonstrated. NTT Security's recommendations do not just address the technology, but also security governance, policies and processes across the organisation. This has helped the customer to plan both short and long-term security

improvements, implementing a pragmatic security strategy and roadmap with a clear understanding of the benefits of the investment. As the client's trusted advisor, NTT Security is now supporting the business by building security awareness across the organisation.

About NTT Security

NTT Security seamlessly delivers cyber resilience by enabling organisations to build high-performing and effective security and risk management programmes, with controls that enable the increasingly connected world and digital economy to overcome constantly changing security challenges. Through the Full Security Life Cycle, we ensure that scarce resources are used effectively by providing the right mix of integrated consulting, managed, cloud, and hybrid services – delivered by local resources and leveraging our global capabilities. NTT Security is part of the NTT Group (Nippon Telegraph and Telephone Corporation), one of the largest information and communications technology (ICT) companies in the world. For more information, visit www.nttsecurity.com

To learn more about NTT Security and our unique services for information security and risk management, please speak to your account representative or visit: www.nttsecurity.com for regional contact information.