

A background image showing a food manufacturing process. In the foreground, there are blue plastic trays filled with small, round, light-colored food items, possibly dumplings or buns. In the background, a conveyor belt is visible, with a person wearing blue gloves handling a similar item. The scene is brightly lit, typical of a factory environment.

Case Study:

Food Manufacturer

Summary

Companies with a global footprint cannot afford to wait to address security threats. The risk of billion-dollar breaches seems to rise every day, leaving enterprises no choice but to maintain a 24-hour security staff to monitor their networks, identify issues and vulnerabilities, and close existing gaps as much as possible to reduce risk of exposure to current threats.

So, how does a global food producer maintain around-the-clock monitoring of its extensive network to minimize risk and protect against intruders? OnX's solution for a Canada-based food manufacturer demonstrates the right way to upgrade network security in a mid-sized corporation at a substantial discount to the cost of hiring additional information security staff.

Company Overview

This company is one of the world's largest food manufacturers, employing thousands of people in production facilities across the globe. With annual sales in the billions, its products appear in restaurants and grocery stores in over 150 countries.

Naturally, coordinating business operations worldwide requires a sophisticated, highly secure network hardened against unwelcome intrusions. By partnering with OnX, this food manufacturer joins companies around the world that are taking IT security concerns much more seriously as news headlines, and industry leaders, report a growing series of expensive data breaches.

Challenges

With a limited IT staff, primarily dedicated to operations and project delivery, managing their global network and security had grown increasingly frustrating. The company has responsibility for more than 100 sites, each with a next generation firewall. Like many mid-sized companies, this food manufacturer needed

an economical alternative to hiring expensive full-time security experts required for around-the-clock support.

Though network operations ran nonstop, the company had access to limited security support only from 8 a.m. to 5 p.m. This created a critical gap since hackers do not keep regular business hours.

Furthermore, the company was running multiple versions of its firewall software, and several of these versions suffered from known vulnerabilities. The company also needed to migrate its core data center firewall technology to a more robust, next-generation platform.

Objectives

This large food manufacturer contracted with OnX and Hosted Security to manage its global network security. The project had four primary goals:

- > Managing perimeter firewalls.
- > Extending network monitoring to 24/7 via the Security Operations Center (SOC).
- > Expanding security event and incident management (SEIM).
- > Providing around-the-clock security support for IT network operations.

OnX partnered with Hosted Security, which specializes in third-party managed security services for mid-sized businesses. Hosted Security was able to provide this customer 24-hour security support for the cost of a single full-time security employee. That means Hosted Security's clients enjoy non-stop security support and avoid hiring costly security staff to cover a 24-hour shift.

Approach

OnX and Hosted Security developed a customized managed services solution to address the company's unique security challenges. Onboarding for the project came in well ahead of schedule, with management of all devices in place within the first month. Other key components addressed during implementation included:

- > Identifying weaknesses in the company's perimeter security infrastructure, recommending changes and implementing them.
- > Enforcing the boundary defense policy, standardizing the firewalls to ease management and patching security vulnerabilities.
- > Configuring security devices to send logs and alerts to a hosted SEIM software, and correlating security events.
- > Delivering an online client portal enabling designated users to request support, produce reports, access forensic logs and address threats.

OnX also made sure this global manufacturer had options for issues that fell outside the scope of contracted services, such as building in time to allow for advanced information security consulting or for upgrading their perimeter firewalls OS annually.

Impact

OnX and Hosted Security had their managed services solution up and running within 30 days, augmenting the company's existing staff with seasoned, certified security professionals focused on delivering the company's security plan. This gave the food manufacturer a full 11 months remaining in the contract for implementation of security updates, monitoring and reporting. Here's a look at what we accomplished together:

Vulnerabilities. OnX identified a range of security weaknesses and implemented solutions that addressed them without interrupting the company's day-to-day operations.

Standardization. OnX standardized all firewalls patch levels within 60 days of onboarding to address significant perimeter security vulnerabilities.

SEIM. OnX partner, Hosted Security, provided security experts to monitor and manage the security environment, tuning out distracting noise and focusing on authentic threats. Through their strategic partner, OnX also provided forensically sound log storage, keeping all customer data on Canadian soil, which was important to this global company headquartered in Canada.

OnX Client Portal. OnX delivered a highly usable interface between the customer and the security personnel, giving them access to a ticket tracking system, SEIM, security logs and ad-hoc reporting. OnX immediately experienced a high uptake from the clients designated users.

Solution

This manufacturer needed more than a security system upgrade to address emerging threats. It needed a partner to uncover and address potential vulnerabilities in its network. They needed protection for the company and its customers from malicious attacks on its global network.

Joining forces with OnX enabled the company to augment its staff by delegating network security to certified, seasoned experts. As a result, the company was able to avoid the expense and management nightmare of staffing a security operations center around the clock. All of these investments delivered significant value to the company's bottom line.

OnX experts keep a constant vigil for emerging threat vectors and intrusion attempts, identifying and addressing vulnerabilities immediately after detection. Armed with OnX security expertise, this global manufacturer has more robust options in the rest of its IT initiatives.

Why OnX?

The company partnered with OnX as its trusted advisor, based on our extensive track record of delivering highly customized, strategic solutions that support growth while controlling operating costs. Our ability to offer a full suite of enterprise-level solutions, along with our proven track record helping clients assess, design, build and manage their environments, gave this company confidence we could deliver the right managed security services solution for their needs.

This manufacturer's core firewall upgrade required a significant amount of upfront analysis to determine their specific business objectives and technology challenges. Our assessment of their current infrastructure was key to determining the best ways to upgrade their security environment while reining in IT expenses.

Once the goals were defined, and infrastructure needs mapped out, OnX went to work with a dedicated managed security specialist to determine the most innovative and efficient solution to achieve their goals on time and within budget.

Our upfront investment in understanding the company's goals and challenges, along with our collaborative approach to the project, led to a solution that controlled costs and will provide scalability as the company grows.

Finally, our experience with this project demonstrates our continuing ability to deliver professional security solutions, giving the company the ability to focus on its core IT initiatives and achieve their desired business outcomes.

Ready to learn more?

Contact your local OnX Account Executive
or call **1.800.559.2497**.

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