



CASE STUDY

UNIFIED THREAT MANAGEMENT
OUTSOURCED TO TATA
COMMUNICATIONS PROVIDES
AFRICAN BANKING GROUP WITH
24/7/365 CYBERPROTECTION

BANK'S BUSINESS EXPANSION REQUIRED CONCENTRATION ON REGIONAL CYBERSECURITY

TRANSFORMATION PROMPTS SECURITY FOCUS

On the cusp of transforming from an indigenous bank to a regional player, this African banking group was prompted to review its IT infrastructure arrangements.

One of the first focus areas was security, as cyberthreats on the continent had escalated over the previous five years. Although the bank hadn't itself suffered a major security incident, it had seen others in the region severely affected.

STRETCHED RESOURCES ALLOW LOOPHOLES

The banks' IT team carried out an internal review. Security was managed in-house, but the team was also managing the WAN and the LAN, which restricted time to focus on cybersecurity.

Worse, the team didn't work 24/7 so, if a security incident occurred outside normal hours, there was often nobody available to set remedial action in motion. Moreover, only a single firewall protected its data centre.



On-demand access to deep cyber expertise



Freeing scarce resources for internal team



Reputation protection really counts



24/7/365 complete security coverage

“There have been no security breaches since we adopted the UTM service and we know working with Tata Communications will help keep us ahead of the game. That gives us enormous peace of mind.”

About the customer

This African financial services group has established itself as one of the region's most innovative retail banks. Today, it provides a wide range of services to individuals, small-to-medium-sized businesses, and large corporate clients in several countries across the continent.

OUTSOURCED ROUND-THE-CLOCK CYBERSECURITY

Having reviewed the market to see what local firms could offer, the IT team sought a partner with a global perspective. The bank's network provider recommended Tata Communications. An introduction saw Tata Communications security experts working with the bank to enhance internal and external security policies and develop a tailored proposition.

The resulting Tata Communications managed unified threat management (UTM) service features end-to-end perimeter security to enforce the bank's security policies. Services include:

- Firewall security event monitoring – improves security through event data escalation
- Intrusion prevention – active blocking of malicious traffic
- Content security – active web and email traffic screening including objectionable content
- Antivirus – with continuously updated, in-line, gateway-based protection
- Extended log archival – for mission-critical data and regulatory compliance
- Premium service levels – provide flexibility for solutions of any scale

The UTM service is supported on a 24/7/365 basis by the Tata Communications Cyber Security Response Centre (CSRC) in Chennai, India.

FIREWALLS DUPLICATED; REMEDIES SHARED

That enhanced protection includes duplicate firewalls at the bank's data centre for higher availability, as well as a much more proactive approach to threat defence through the level of security expertise now available.

The Tata Communications UTM service includes comprehensive reporting. A key feature is a weekly review with the bank of incidents and trouble tickets to share details of remedial action taken across the organisation.



“We are a bank, not an IT organisation. We decided we needed a partner to help us develop and implement robust policies and manage security around the clock.”



BETTER PROTECTED; MORE FOCUSED

Working with Tata Communications has substantially enhanced network security. As a result, the African banking group, its customers and their data are now far better protected against cyberthreats. There are other benefits. For example, outsourcing security management has allowed the bank's scarce IT resources to focus on other important matters.

Discussions are underway to extend the UTM service to operations in other countries and consider expanding Tata Communications' services to outsourcing of other IT operations aspects.

“Tata Communications were very accommodating during the transition and we were impressed by the breadth and depth of their knowledge and experience.”

ABOUT TATA COMMUNICATIONS' UNIFIED THREAT MANAGEMENT

Part of the Tata Communications Managed Security Services portfolio, the managed and monitored UTM service offers the highest levels of protection. It includes a powerful combination of firewall, VPN, intrusion prevention, web-filtering, anti-spam, anti-virus and anti-spyware services, together designed to protect against business interruption. The UTM service is run from the Tata Communications Cyber Security Response Centre (CSRC) in Chennai, India, with back-up provided from Singapore.



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