

IPSL REDUCE COST AND INCREASE SECURITY WITH MANAGED FIREWALL AND VPN

About IPSL

Intelligent Processing Solutions (iPSL) is the UK's largest provider of outsourced payment-processing services. Formed in 2000, iPSL now claims some 70% of the UK cheque-processing market and employs circa 2,000 staff over seven sites.

The challenge

Like many organisations in the UK, iPSL had a number of challenges around information security. A key task was keeping its security devices up to date with the fast-changing threat landscape and ensuring incidents were detected and dealt with quickly.

To add to this challenge, in January 2008 a member of the security team responsible for device management left. This left iPSL with a gap in its team and meant a decision had to be made about how security was going to be managed moving forward.

Nick Rose, Senior Application & Infrastructure Analyst, said, "At the time Unisys handled the monitoring of all of our security devices but the management of those devices, patching, upgrades, rule base reviews etc, remained the responsibility of the iPSL IT team.

Our team was small, already heavily utilised and managing all of the devices across the seven sites was a real challenge. The key team member leaving meant that we had a real gap in our skill base and we needed a solution that could take the pressure off the team and ensure that device management didn't depend on a handful of individuals."

Company Profile

INDUSTRY: Financial Services

LOCATION: Northampton, United Kingdom

CHALLENGES:

- 24/7 monitoring and management of security devices
- Managing security with a small team
- Cost reduction

SERVICE USED:

- Managed Firewall & VPN Solution

iPSL already had a relationship with Kcom, a SecureWorks® channel partner, who managed various aspects of its network so they took the decision to investigate if outsourcing device management and monitoring to a specialist was a realistic option.

"Being a small IT team we already partnered with Kcom for the maintenance and monitoring of various aspects of our network such as the WAN and MPLS.

A key focus for us is to minimise the amount of partners we work with so Kcom was our first point of contact. Our Kcom account manager immediately suggested we discussed our requirements with SecureWorks®, its Managed Security Services partner."

The solution

SecureWorks® proposed a Managed Firewall & VPN solution. This service provides 24/7 monitoring and management of perimeter security devices including firewalls, VPNs, content filters, proxies and switches.

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The SecureWorks®MSS support desk is seamlessly integrated with the Kcom helpdesk ensuring that iPSL only had one point of contact.

“We looked at a number of managed security service providers and the SecureWorks® solution was an obvious winner. The pricing was clear, they provided a single point of contact for multiple services, were flexible to our needs and they had clear information security expertise.

Initially we agreed a three month trial period to allow us to experience the service in full before we made a final decision and the service was transitioned seamlessly from Unisys.

During the three month trial period we developed a high level of trust in the security experts providing the service. Importantly we also found that we were dealing with the same people in the support team time and time again meaning they had a good understanding of our environment.

The decision to move from the trial to the full contract was an easy one; our team had more time to focus on other projects, we were confident that our security devices were being monitored and that we could react quickly to security incidents with expert help.

Vitally the numbers stack up too. The annual cost of the managed service is less than having an extra body in the team and to provide the same level of service around the clock we would have to hire a number of extra bodies as well as the extra technology cost.

Being able to avoid the downtime and additional cost a security breach can entail has also been a vital benefit of the managed service.”

iPSL has support from SecureWorks® to ensure that the service is performing, and all reporting is handled by the SecureWorks®MSS Dashboard.

“The Dashboard give us 24/7 access to a number of reports both on the service performance and the status of our information security. On the service side we can track open and closed calls with the support team and we can view SLA performance. The Dashboard also provides a range of information about our security devices such as security events, availability, and rule utilisation.

All in all the service has been exactly what we wanted. While still having a hand in security strategy and operations the team here are free to focus on key, mostly revenue generating, projects and we are confident that we have a security partner who can deliver.

The key for me was finding a partner who we could trust, was willing to be flexible and delivered real business benefit.”

“Through the managed service we receive from SecureWorks®, we have a team of experts monitoring our security around the clock who we have complete trust in. The service has increased security, reduced cost and allowed more time for our security team to focus on key projects.” *Nick Rose, Senior Application & Infrastructure Analyst, iPSL*