CASE STUDY

Making the Shift to Proactive Security with MDR Services

When a failed penetration test and increased board scrutiny created an opportunity for a new partnership, this metal distribution company reimagined its approach to security. By investing in new services, the company can identify and act upon present threats faster, with more control over how its team is involved in whatever scenarios arise.

Trustwave®

Client Spotlight

This Illinois-based industrial metal distribution company is one of the world's largest metal suppliers with $4.5B in annual revenue.

The Challenge

After a penetration test exposed system vulnerabilities, this company knew it needed to involve its board of directors and executive leadership to modernize its security approach.

It sought a security partner that could help the company protect its intellectual property and supply chain from aggressive threats plaguing the industry. The timing was right — and the evidence available — to get buy-in for robust threat hunting to improve cybersecurity preparation and response.

"Trustwave is helping us shift to a proactive security stance against threats, giving us greater confidence in our ability to respond to cybersecurity threats faster and more effectively"

– Senior Manager, Cybersecurity

Industry Threat

From identity theft to phishing scams and spam, the manufacturing industry is no stranger to bad actors. Attacks like these can cause significant damage to brand reputation, customer data privacy, and plant productivity alike. With the rise in ransomware and increased mobility, companies in this sector are noticing new vulnerabilities and potential for exposure, leading them to place greater emphasis on cybersecurity efforts.

The Solution

The company wanted to partner with an analyst-recognized leader with a reputation for establishing strong, trusted relationships. Upon selecting Trustwave, the company expanded the breadth of its servers sending log data to a third-party provider, creating a more sophisticated picture of the company's security landscape across its growing infrastructure. Working with Trustwave, the company's IT team is now able to focus on activities that drive business growth, such as its call center and network performance.

By leveraging the elite cybersecurity analysts and threat hunters at Trustwave to investigate findings and alerts, the company's IT team was confident they would have a strong understanding of not only what was happening in their systems at all times but why it was happening. "Having outlined specific use cases in the selection process, we understood that the limited number of security experts within our broader IT team wouldn't be equipped to identify and contain threats with the speed and accuracy that Trustwave can." said the team's Cybersecurity Lead.

Managed Detection and Response (MDR) services, access to 24x7 advanced threat detection, investigation and remediation gave the team peace of mind to work on other priorities without worrying they might overlook a threat that would compromise operations or sensitive data.

Trustwave worked with the client to develop a robust threat response strategy, including a customized playbook with detailed case-by-case scenarios, as well as a flexible framework to triage unanticipated situations. This level of partnership and advance orchestration will increase the effectiveness of automated remediation solutions, reducing the amount of time a threat is present in an environment as well as the time elapsed between alerts, recommendations, and actions taken to isolate and remove threat actors.

"Trustwave saves us the manpower of 10 people"

– Cybersecurity Lead

Trustwave®