Coalfire helps technology service provider increase visibility into cybersecurity risks

AT A GLANCE

A global technology service provider leader with more than 700 customers worldwide provides identity governance solutions with on-premise and cloud-based identity and access management software.

CHALLENGE

The organization faced several challenges including executive leadership's lack of understanding of specific cybersecurity challenges, lack of insight into the enterprise's cybersecurity risk profile, and compliance obligations with security implications that weren't fully understood.

As a global leader, the organization was keen to proactively identify, qualify, and mitigate cybersecurity risks relating to their flagship identity management and data security products, Software-as-a-service (SaaS) products, and current operational practice. Thus, the organization set out to find a global cybersecurity expert to address their security challenges. The organization soon discovered Coalfire. After a few discussions, Coalfire demonstrated a pathway to resolve their specific cybersecurity challenges. The organization was convinced Coalfire was best suited to solve the challenges due to the caliber and quality of Coalfire's professionals and their ability to collaborate with the team to find a solution to combat the organization's challenges. For those reasons, the organization engaged Coalfire for a cybersecurity risk assessment to understand the current cybersecurity posture. The outcomes from the risk assessment became the basis for short-term risk mitigation efforts while supporting long-term strategic security risk management initiatives.

APPROACH

Over six weeks, Coalfire executed an enterprise cybersecurity risk assessment focused on 14 cybersecurity program domain areas (i.e., information classification, identity and access management, awareness and training, vulnerability management, network security, and infrastructure security). Coalfire used industry experience and expertise to define a four-phased approach for the assessment that leveraged Coalfire's honed cybersecurity advisory methodology, related tools/templates, as well as relevant industry standards and best practice frameworks (i.e., NIST Cybersecurity Framework [NIST CSF], ISO-27001, and COBIT).

RESULTS

Because of Coalfire's expertise and approach, the assessment resulted in the identification of cybersecurity strengths, weaknesses, opportunities, and threats. Throughout the report, Coalfire highlighted many issues that posed significant risks for this organization. Several security exposures were apparent, with high-cost control weaknesses susceptible to exploitation/ compromise by unauthorized parties. Coalfire also observed limited visibility and insights into key enterprise security operations, insufficient or unreliable data to support effective security decision-making, and no formal way of checking and assuring the achievement of desired outcomes with enterprise security initiatives.

Coalfire demonstrated the importance of addressing identified issues and how ongoing strategic business goals and objectives would be constrained by failures resulting from ad-hoc security operations and the lack of mature standards. As part of the discussion, Coalfire also provided feedback on how the findings from the assessment could possibly affect the organization's compliance initiatives, inferring that significant gaps should be expected regarding compliance with statutory and regulatory obligations. Coalfire concluded by delivering relevant insights and perspectives from the security industry at large, highlighting the key concerns that have often led to cybersecurity breaches, with exponentially high remediation costs.

Ultimately, Coalfire's approach had a positive impact on the client. Coalfire helped the client reduce risk, as well as provided clear direction to address security issues. As a final deliverable, Coalfire provided an executive-level cybersecurity scorecard highlighting overall results from the assessment and interpreted gaps in business-relevant terms for the organization's executive leadership team.

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