

Security Solution Deployment Series:

Integrated Solution of Managed Firewall & Cloud Email Security Services

*Bolstering an IT staff's capabilities for
improving protection of disparate, multi-
regional network and physical infrastructure*

Customer’s Industry and Business Nature

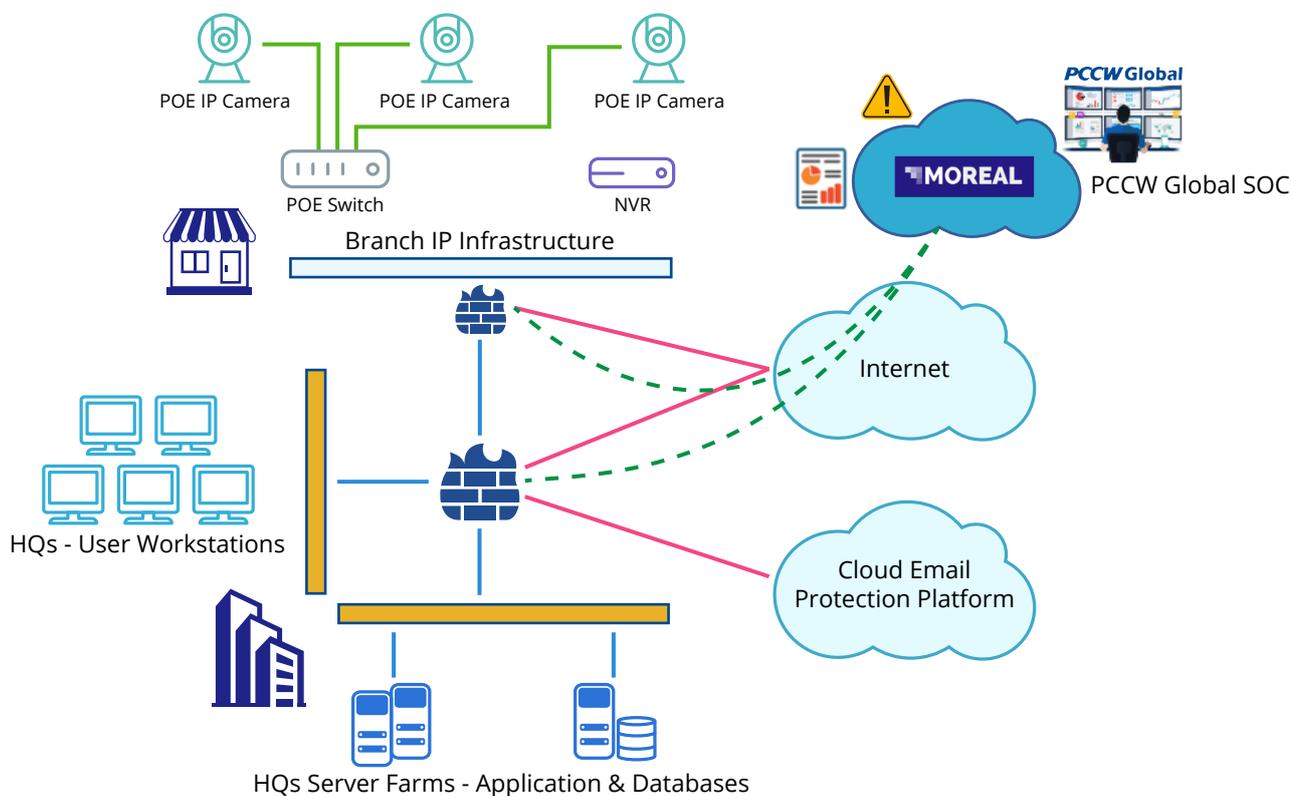
This large, multinational retail chain specializes in fashion apparel for young women. Growth of the firm has been rapid, expanding to more than 70 retail locations in five countries in Europe and the Middle East. Consequently, its network infrastructure has had to increase accordingly to accommodate this growth.

Customer’s Situation and Our Implemented Solutions

 Need or Challenge that customer was facing	 How the proposed security offering addressed the challenges
<p>The company encountered a security incident due to infected PCs from malware. It had a significant data breach that negatively impacted the brand name and business operations. An immediate need for a security infrastructure, assessment and improvement for both its headquarters and its disparate retail shops and branches was apparent.</p>	<p>A detailed analysis was performed on the LAN and WAN to determine the ingress of the malware and how various PCs and other assets were infected. A thorough network intrusion evaluation was completed on both the headquarters, and retail shops to determine the risk assessment of intrusions or potential intrusions.</p>
<p>The routine maintenance and management of essential security controls had not been kept current because of rapid business growth in both the retail shop expansion and the underlying network protection required to provide a properly secured platform. This created vulnerabilities within the core network that created gaps in the security measures.</p>	<p>PCCW Global installed and configured its Managed Firewall Solution in the headquarters and at each retail stores with UTM (Unified Threat Management) licenses. The UTM license enables application based decisions to be made and it also opens up the web-filtering, intrusion prevention & protection, Anti-Virus, Anti-Bot, and SSL intercept. The installation of appropriate firewall appliances to all branches, and the configuration of relative FW zones helped facilitate each segmentation.</p>
<p>Sensitive physical assets such as IP cameras, video systems, recorders, etc. had been compromised along with Layer 3 network services, which also added to the increased exposure and complexities.</p>	<p>PCCW Global's solutions provided managed perimeter protection at the HQ and retail shops, a fully managed FW hardware and software service, and MOREAL - PCCW Global's threat intelligence platform for real-time monitoring, reporting and alerting. The solution delivered security for all segmented assets towards users and/or IPs, and activated appropriate security features for each asset group (e.g. anti-virus, web filtering).</p>
<p>Customer’s email system was running with limited security and management controls and no protection measures.</p>	<p>The provided Email Cloud Security solution Platform is a comprehensive real-time detection on inbound and outbound email security, provides real-time detection and protection against credential harvesting, impersonation, ransomware and spear-phishing attacks, adapts to the rapidly changing email threat landscape, and enables auto remediation for O365. Provided Email Security Platform focused also on advanced attacks (e.g. ransomware, viruses).</p>

 Need or Challenge that customer was facing	 How the proposed security offering addressed the challenges
<p>Increased network complexities, applications and systems triggered an immediate and efficient incident management by security experts.</p>	<p>PCCW Global's proprietary threat intelligence & behavior analysis platform, combined with our Security Operations Center (SOC) services, provided the visibility and control to:</p> <ul style="list-style-type: none"> • undertake incident handling & event management • off-load workload from customer's IT staff, by providing a fully managed solution • perform 24x7 security monitoring, alerting and reporting • address increasing compliance requirements for protected transactional data • real-time threat awareness, analytics behavior and principles • algorithms that compute efficiently plausible threat paths
<p>An understaffed IT team was challenged to keep up with the rapid change in security measures in order to maintain the applications and systems.</p>	
<p>Significant gaps according to the GDPR and PCI compliance, as indicated by a recent gap analysis report, primarily with the security monitoring features and functionality.</p>	

Implementation of Security Services Designed to Meet Each Customer's Specific Environment



Combining Technology and Services Delivers an Optimal Solution Design

After a detailed security incident evaluation and a gap analysis towards GDPR requirements, PCCW Global proposed a custom-tailored, integrated solution, consisting of its **Managed Firewall Service** and its advanced **Cloud Email Protection Service** with APT (Advanced Persistent Threat) capabilities.

Main aspects included:

- Appropriate firewall appliance installed in each branch containing specific requirements, asset segmentation, and relative establishment of firewall zones
- Best practices and firewall features per asset group
- Malware protection in the email system based on market leading vendor database and info from multiple, industry recognized sources
- For more info regarding PCCW Global's Managed Firewall & Cloud Email Protection services, please visit:
 - <https://www.pccwglobal.com/our-services/security/managed-firewall-service/>
 - <https://www.pccwglobal.com/our-services/security/cloud-email-protection-service/>

Why Customer Chose PCCW Global

- Service provided a turn-key solution following an MSS (Managed Security Services) model – no need for customer IT staff to deal with branch firewall appliance management
- Service eliminated all up-front investments; followed leasing concept for both firewall and email security platforms
- Its pay-as-you-grow model facilitates only the needs of current sales network and frequent redesign and additional service for exchanging or relocating appliances when necessary, following the relative retail chain evolution

Managed Security Services from PCCW Global

PCCW Global offers an enterprise security portfolio customised to your organisation's needs. Unmatched in ability to help you disrupt new threats, deploy security innovations and reduce the cost and complexity of IT security, PCCW Global's family of security services can safeguard your most critical data from compromise. These services and more, when added to PCCW Global's core networking and communications services, offer the industry's most robust cyber defence and data protection, enabling clients to maximise business operations while minimising costs.

About PCCW Global Ltd

PCCW Global is a Top 10, Tier 1 global telecommunications and internet services provider offering the latest voice, data solutions and value-added services to multi-national enterprises and communication service providers. Our global network footprint spans over 3,000 cities across 160+ countries, and combined with local, on-the-ground resource knowledge, has helped us build best-in-class connections across the globe; and especially in some of the most remote, hard-to-reach regions in exciting growth markets across Asia, Africa, Latin America and the Middle East.