

Large Volume Financial Transaction Company Protects PCI Data with GhangorCloud Information Security Enforcer (ISE)

GhangorCloud's customer, a leading multinational corporation that provides speech recognition and imaging solutions is also a major provider of Voice Activated Electronic Payment and Transactions services. The company provides voice-activated payment, travel arrangements, hotel reservations and other financial transaction services to multi-billion dollar Fortune 100 conglomerates.

The company needed "cutting-edge" data leak protection mechanisms to safeguard sensitive customer data, financial transaction information and other confidential mission critical information. The company deployed GhangorCloud's Information Security Enforcer (ISE) line of product to "Automatically" identify, protect and monitor sensitive customer data, block unauthorized transfers and/or downloads of financial transaction information (including PCI, PII data, and proprietary product and services related information), and to enforce a sophisticated workflow for monitoring and delegating decision authorities to different business elements.

The company posed several key requirements from a DLP solution including (a) Real-time ability to accurately identify the sensitive data for protection, (b) Automated Classification of mission critical data "without human intervention", (c) Minimal Deployment effort and minimal on-going human intervention for Policy Settings.

The company also required a high scalability index (up to 40,000 data transactions per second). Large scale monitoring of up to 75 Data Repositories and Applications were also key requirements. Additional requirement was the "unique ability" to perform in a B2B process-to-process communication mode covering several protocols and data formats.

Unique DLP solution monitors large scale network, myriad of business applications and data repositories, and protects important data in "Real-time"

As a voice activated service provider to some of the world's largest e-commerce customers, the company handles very large volume of diversified commerce and business data including PCI, PII, Insurance, Travel Plans, Reservations, product information and customer's personal preferences related data. The company is therefore heavily committed to providing best data security environment to garner and maintain the trust of their client corporations.

The company also needed to demonstrate robust regulatory compliance enforcement efforts within its own infrastructure as well as during the transfer of data between its own infrastructure and its customers over multiple protocols.

The company first deployed GhangorCloud's Information Security Enforcer (ISE) DLP product in pilot mode on its Sunnyvale California based facility. Within few weeks of pilot deployment the company was impressed by the strong DLP features and functionalities of GhangorCloud's Information Security Enforcer (ISE) DLP product. The company then acquired GhangorCloud's Information Security Enforcer (ISE) appliances for deployment on their networks.

Industry: Financial Services

Product Key Capabilities:

- 4th Generation Sophisticated DLP Features
- Auto-Identification & Classification of Data
- Automated Policy Synthesis
- Identity & Role based Data Leak Prevention
- Real-time GRC Enforcement
- Malicious Data Leak Prevention

Key Benefits

- Accurate Identification and Classification of confidential information
- Ubiquitous protection – enables DLP throughout the enterprise and the cloud rather than a few select documents
- Rapid deployment – lowers the cost and administrative burdens for compliance
- Reduced TCO – eliminates the cost due to hundreds and thousands of hours of manual tagging of documents
- Real-time enforcement – immediate "actionable" information and remediation, reduced compliance overhead burden
- Detailed Reports and Forensic Analytics on Incidents and Violations

Why GhangorCloud?

- High Efficacy against Malicious & Accidental Data Leak
- Accuracy and Reliability of DLP
- Easy Deployment and Lower TCO
- B2B Data Leak Prevention



The main differentiating features that influenced the company's decision in favor of GhangorCloud's Information Security Enforcer (ISE) DLP product were;

- **Ease of Deployment:** The company required a DLP solution that could be easily deployed without incurring substantial initial deployment cost and/or time, and can be maintained without cumbersome training of the IT and security staff.

The Information Security Enforcer (ISE) appliance was *deployed and fully functional within 45 minutes*. Thus, reducing the deployment cost and time from weeks and months to less than one hour.

- **Minimal Manual Configuration and Tagging:** The company needed a DLP solution that does not require on-going perpetual manual tagging of sensitive and important data. For this purpose, the company needed a DLP solution that has higher level of automation to intelligently identify the sensitive data without manual pre-marking or tagging.

The Information Security Enforcer's ability to perform Real-time Identification and Classification of sensitive data was instrumental in eliminating manual tagging. Information Security Enforcer (ISE) was deployed with "Pre-built Ontologies" for PCI and PII and was fully functional out of the box. Using the Information Security Enforcer's Classification Tools, Ontologies were further extended to encode additional proprietary information that needed to be protected. This was *only a one-time process*, which *was completed within 2 hours*.

- **No Third Party Software or Server Dependency:** The company was specially averse to any dependency on third party software or servers (such as third party Proxy Servers, Protocol Decoders, etc.).

The Information Security Enforcer's built-in proxies eliminated the need for any third party Proxy Servers and Protocol Decoders. Right out of the box, the Information Security Enforcer (ISE) was able to monitor, analyze and enforce DLP policies on a wide variety of protocols (such as FTP, FTPS, SSL, SMTP, HTTP, HTTPS, MAPI-RPCoHTTPS, MS-Exchange, XMPP, IM, etc.). This *drastically reduced the deployment time and total cost of ownership (TCO)*.

- **Easy to Use:** The company was very sensitive to the "Ease of Use" factor as it didn't want its employees to be affected by tedious and costly employee training requirements. Any serious deviation from the usual business process was unacceptable.

The Information Security Enforcer's ability to eliminate the need for advanced training of the workforce on complicated manual processes (such as manual Document Tagging, manual Policy Setting, or other complex configuration and settings that other DLP products require on an ongoing daily basis) was instrumental. This *cut down the training cost and overhead for the company substantially*.

- **High Accuracy & Performance:** The company had very strict expectations regarding accuracy (i.e. False Positive and False Negative). Whereas, the company didn't want DLP solution to create unacceptable amount of False Alarms it also had stringent requirements in terms of minimizing chances of undetected data leak incidents.

The Information Security Enforcer's ability to demonstrate high level of accuracy (both in terms of low False Positives and False Negatives) was a key factor. This *resulted in demonstrably low (near zero percentage) False Positives and low False Negatives*.

- **Sophisticated Workflow and Forensics:** The company demanded sophisticated workflow and forensics abilities. A key requirement was the ability to trigger appropriate Alarms that can invoke proper decision-making Workflow involving all the "relevant agents" in real-time.

The Information Security Enforcer's built-in Workflow and Forensic Analysis processes provided a sophisticated true "real-time" mechanism. This *empowered the Work Staff in the business offices as well as the IT Staff and Information Security personnel to be able to participate, control and monitor as per their roles, in the decision making process for Compliance and DLP enforcement*.

How to get started:

GhangorCloud understands that every enterprise has its own unique data security needs. GhangorCloud's team of Data Loss Prevention experts and its Value Added Distributors will work with you to understand your unique data security requirements and priorities.

Please contact GhangorCloud to get started: email info@GhangorCloud.com.

