BOOSTING THE EFFICIENCY OF THE ENDPOINT PROTECTION FOR A DIGITAL SERVICE PROVIDER



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HWG Sababa

Case study

About Problem Solver

It offers global solutions in the field of Office Automation and Digitisation services

An important player in the world of Robotic Process Automation nationwide

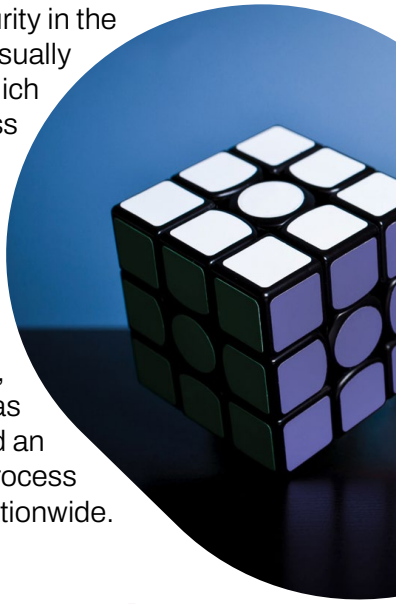
The banking sector is its main intervention area

Challenges and objectives

It is mistakenly thought that small and medium-sized enterprises, precisely because of their size, are less attractive targets for cyber criminals, without considering that malicious actors are eager to take advantage of the unique characteristics that make them even more vulnerable to cyber-attacks.

Indeed, while large companies can afford to hire an in-house team of cyber security experts to monitor and protect their digital assets, for SMBs – known to have limited budgets – this is close to impossible, thus being easier to breach.

However, having to strengthen their security in the same way as larger companies do, SMBs usually rely on traditional antivirus software, which cyber criminals often manage to bypass by exploiting increasingly sophisticated attack patterns, and taking advantage of small corporate IT teams that are unable to manage and monitor security events around the clock.



The story is no different for **Problem Solver**, an Italian SMB providing services in the areas of Office Automation and Digitisation, and an important player in the world of Robotic Process Automation nationwide.

A success story

With 150 endpoints and only three highly operational IT people, Problem Solver has always relied on the antivirus solution from a global cybersecurity vendor, so much so that the team used to manage it in-house.

However, for reasons related to the current geopolitical situation, the company had to re-evaluate its choices and decided to migrate to a new solution.

"When looking for a new provider, our intention was primarily to maintain the same level of detection rate, while seeking that added value brought by a managed service",

explains Fabio Macchiagodena, CTO of Problem Solver.

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[1] Rapporto Clusit sulla Sicurezza Informatica 2022
[2] HWG Sababa Awareness Report 2021

"HWG Sababa was a great and pleasant surprise and the proposal to migrate to HWG Sababa MDR immediately seemed attractive and competitive. The solution would have allowed us to monitor and control many more things than before and, above all, lighten our workload, since we would have had a dedicated team for the analysis of security events and the management of most incidents".

After the POC, the project moved forward with a 3-year licence agreement and, despite a rather challenging onboarding phase due to the peculiarities of the client's operating systems and machines, the HWG Sababa and Problem Solver teams immediately laid the foundations for a direct and transparent relationship, which made the migration run smoothly.

What was particularly appreciated – besides the fact that the new technology retained the Web Reputation filtering, the antivirus component and the behavioural monitoring of the previous solution – was the data loss prevention capability, which allowed Problem Solver to define specific rules to monitor and block unwanted transmission of selected information outside or even within the infrastructure. Working with banks and handling a lot of sensitive data, this feature represented a real plus for the company.

HWG Sababa MDR in detail: the right SMBs cybersecurity solution

HWG Sababa MDR continuously detects both known and yet unknown malware and other cyber threats targeting corporate networks, thus reducing the amount of work of the internal IT team.
The endpoint security monitoring is outsourced to a team of SOC experts that analyse security events and resolve most of the incidents on their own during the working hours 8x5, just informing the customer of the taken or required remediation actions. In case of a sophisticated security attack, the analysts are always informed and immediately apply the containment measures, notifying the customer on the incident response actions demanded.

What's the value for business?

1. Advanced endpoint protection

- Real-time detection even of complex attacks, invisible to traditional antivirus solutions
- Regular vulnerability scanning and remote update distribution to ensure corporate workstations and servers are up-to-date

2. Comprehensive security monitoring

- Every client is supported by a team of security analysts, highly skilled in malware research, detection, and response
- Personal manager for every customer
- Italian support and security event response 24x7

3. Fast response to security events

- Flexible isolation of infected machines
- Severe security event notification 24x7

4. Extensive monthly reporting

- Detailed report on the current states of workstation security
- Malware events and remediation recommendations
- Security Bulletin with the latest threat overview
- Leaked corporate credential report

Results

To date, the project is fully underway. The technology is supervised by HWG Sababa Managed Security Team, quickly stopping cyber threats, preventing data exfiltration and communications to C&C servers, and shortening the time it takes to discover and remediate threats in the user's environment.

Moreover, on a monthly basis, Problem Solver is receiving reports on all the detected security events.

“What I appreciate most is having a team always available. Communication is quick and effective and if there is any problem it is solved in no time. The HWG Sababa team is made up of true professionals and having experts on top of a solution makes any technology more effective”,

commented Fabio Macchiagodena,

“In the event of potential serious vulnerabilities, the warning from analysts is timely, but fortunately the few discovered to date were all false positives. This is also because we have combined the introduction of HWG Sababa MDR with a completely different firewalling policy to the one we had before, thus resulting in very few alerts”.

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