

Case Study: Organizational Vulnerability Assessment for a Business Process Outsourcing Firm

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About the Customer

Our Client is an outsourcing company for business processes, with a wide range of multinational customers in 42 countries.

The Challenge

As per the requirement from the parent company our Client wanted to conduct a Vulnerability Assessment of all its location in India to verify that its internal network is not susceptible to any threats.

The Solution

By using Security Brigade's in-house developed EDITE framework, the consultants completed Vulnerability Assessment.

1. Initial scoping of the network was conducted to map and identify the current network, sensitive assets, access points, existing security mechanisms etc.
2. Conducted Vulnerability Assessment on the network devices and systems.
3. Results were correlated and analyzed based on the risk level and impact to the organization

Additionally, on completion of the Client's patch and remediation cycle, Security Brigade conducted a re-testing engagement to ensure the flaws were closed thoroughly.

The Deliverables

The reports and remediation information provided were customized to match the Client's operational environment and development framework. The following reports were submitted to the customer:

- **Executive Presentation:** Provides a overview of the entire engagement, detailing the issues from an impact and business risk perspective. The presentation is aimed at helping senior management quantify risks and take an informed decision while aligning security with business objectives.
- **Detailed Technical Report:** Comprehensive information, proof of concept examples and detailed exploitation instructions of all the threats identified.
- **Excel Tracker:** Simple and comprehensive vulnerability tracker aimed at helping the IT asset owner keep track of the vulnerabilities, remediation status, action items, etc.

The Benefits

By conducting thorough vulnerability assessments and identifying vulnerabilities, Security Brigade reduced the Client's risk exposure.

Additionally, the Client gained the following benefits:

- **Risk Benefits:** Security Brigade minimized security risks by assessing the customer's infrastructure vulnerabilities and recommended solutions with proven methods to enhance security.
- **Cost Savings:** Security Brigade suggested cost-effective risk-mitigation measures based on the customer's business requirements that would ensure security and continuity of the business.
- **End-User Satisfaction:** The Vulnerability Assessment was conducted with minimum interruption and damage across customer systems to identify security vulnerabilities, impacts and potential risks.



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