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CASE STUDY

Implementing State-of-the-Art Security Solutions for a UK Telecom Giant

Overview

Our client, one of the largest mobile network operators in the UK, delivers essential telecom and internet services to millions nationwide. Managing a complex IT ecosystem with 30,000 devices, 200+ use cases, and 35,000 events per second (EPS), the company faced multiple security challenges that required immediate attention and improvement.

Client Background and Challenge.

The client lacked a comprehensive, industry-leading security products portfolio that could integrate into a central system, thus failing to offer adequate protection and visibility against emerging threats.

- Perimeter protection & risk of missing the detection of suspicious events
- Lack of processes for managing the security landscape due to out-of-box solutions and legacy systems
- Lack of in-house skilled resources to properly analyse security events
- Average time to detect and respond to security events in days and weeks
- Limited automation and a more manual approach
- Limited visibility on emerging threats due to lack of integrated ecosystem
- High MTTA and MTTR, impacting operational efficiency

Our Approach and Solution

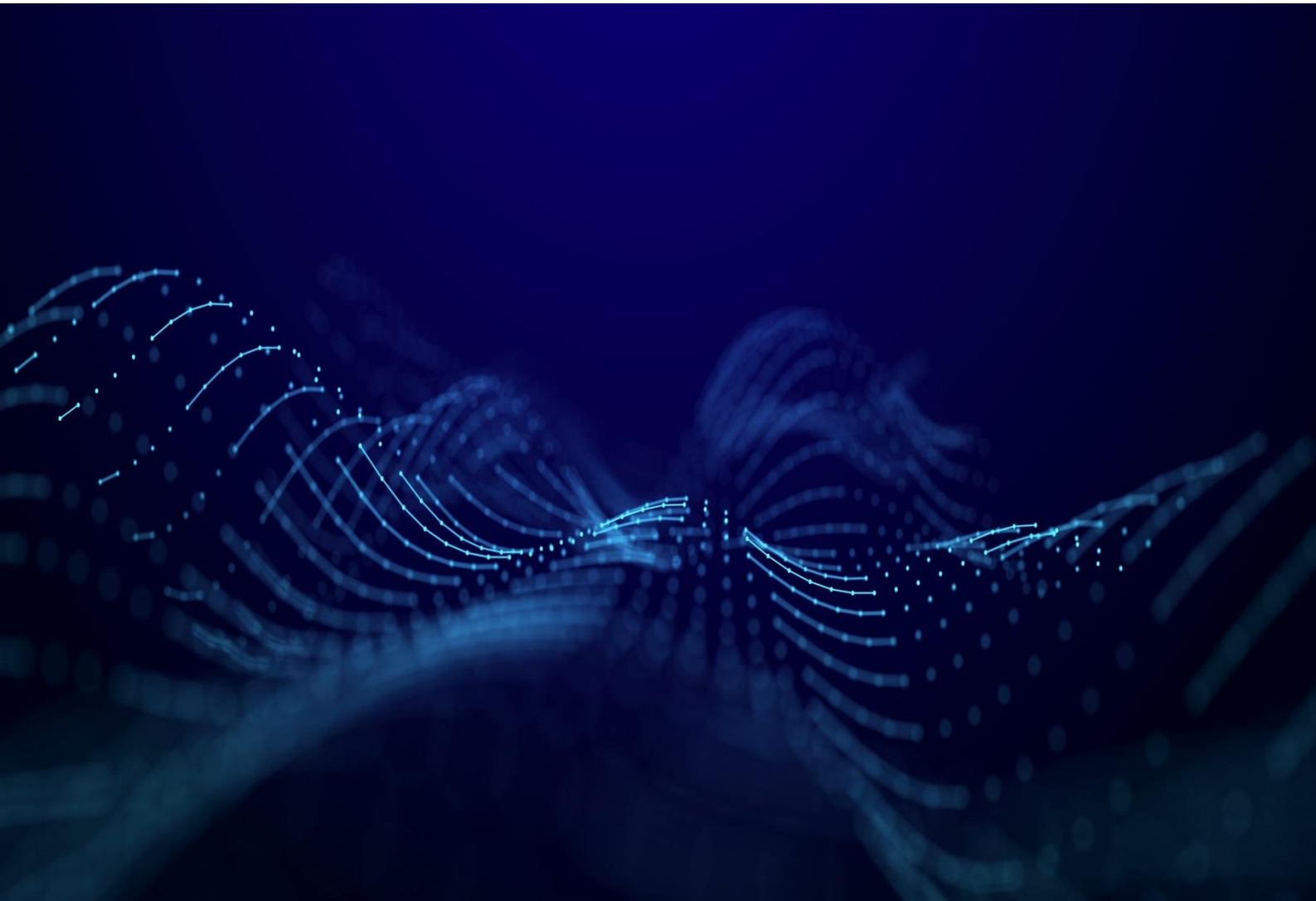
- Planned, designed, and built a dedicated SOC with a state-of-the-art security products portfolio to provide effective network, perimeter & endpoint security
- Set up 24x7x365 eye-on-the-glass monitoring to detect threats in real time and respond to mitigate business impact
- Integrated log sources (workstations, servers, network devices, applications) to expand the depth and breadth of security events detection
- Handled platform administration and fine-tuning and created custom use cases and rule development

Tools & Technology Used

- Microsoft Defender
- Azure AD (Identity & Access management solution)
- Dark Trace (AI-Powered Cyber defense Solution)
- Splunk (Enterprise Security)

Business and Community Impact

- 250+ SOC Rules implemented to automate threat scenarios and detect security threats across different platforms within the IT infrastructure
- Single pane glass view for all security events by onboarding all security tools and their logs into the SIEM
- Alignment to global MITRE ATTACK framework
- Proactive threat intelligence & threat advisories
- 45% and 25% improvement in MTTA and MTTR respectively
- 30% reduction in false positives and 20% auto closure of incidents
- 100% trained & certified resources
- 30% additional assets onboarded to the SOC platform
- 100% SLA met on platform availability



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