

Case Study EcoOnline



Service:



How EcoOnline protected its customer data with an outsourced Security Operations Centre (SOC) service

The Requirement

EcoOnline provide environmental health and safety software to make it easier for businesses to protect their workforces and the planet.

Intuitive suite software solutions cover Chemical Safety, Sustainability Reporting, and all aspects of Environmental, Health, and Safety (EHS) including Learning and Training.

EcoOnline is trusted by more than 10,000 clients in multiple industries across the globe. It enables organisations of all sizes to take control of their operational and EHS risks and keep employees safe.

The EcoOnline business has grown substantially over the past few years, with more personally identifiable information being handled across the expanding customer base.

EcoOnline's customers have an expectation that the service they are provided is secure and that their data is being kept safe.

EcoOnline wanted to partner with an organisation that specialised in cybersecurity to sit alongside existing teams, provide consultation and augment the existing in-house team with specialist skills and expertise.

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The Solution

DigitalXRAID took time to understand EcoOnline's unique business challenges and requirements, including consultations with experts on the best solution for the organisation. Once all consultations were complete, it had been identified that DigitalXRAID's CREST accredited Security Operations Centre (SOC) service would be the best solution to provide 24/7 protection of EcoOnline's operations, solutions and customer data.

The first stage of the SOC service deployment was to conduct a Threat Model Workshop. DigitalXRAID's analysts spent time with EcoOnline's IT team to get in-depth knowledge on its infrastructure, identify critical resources and customise the deployment plan to its specific needs.

Following the agreement of a Design Document, data sources were integrated into EcoOnline's security management platform and tested, so the service could be fully deployed to start the 24/7/365 monitoring.

DigitalXRAID operates on a rapid deployment objective. Any systems that hold customer data or were operationally critical were prioritised to be protected immediately. This avoided any delay in deployment for EcoOnline's most important assets - or months-long timelines to get the whole service set up before systems and networks were protected.

The SOC service has full visibility of all infrastructure and systems to monitor and detect any threats or suspicious activity on a 24/7/365 basis. As a vendor agnostic service that is based purely on customer needs, EcoOnline weren't forced to rip and replace any existing tech stack or tooling.

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The SOC team are a group of highly qualified security analysts, trained to industry standards with recognised certifications across an array of technologies and industry accreditations. They work closely with EcoOnline's IT team as a true partner and extension of its internal IT department, to augment cybersecurity expertise alongside the existing team.

The Security Operations Centre (SOC) service has SIEM & Log Management at its core that aligns to the MITRE framework. This is integrated with other industry leading tools to also provide features such as Asset Management, IDS & IPS, Threat Detection, Endpoint Detection & Response, Continuous Vulnerability Monitoring, File Monitoring and Compliance Reporting.

This makes it a true Extended Detection & Response (XDR) solution to provide complete protection for EcoOnline across the entire attack surface.

"Working with the DigitalXRAID team has been excellent. The SOC team are always vigilant, on the lookout for any cyber threats, and we have excellent detection and response times.

The team have spent a long time getting to know the threats and alerts that we see and have really taken the time to really get to know our estate and infrastructure set up.

This adds so much extra benefit to the service and the context around the alerts that we're notified about"

Brian Paxton, Chief Cloud Architect, EcoOnline

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The Results

DigitalXRAID and EcoOnline work very closely together to ensure that security is paramount. The Security Operations Centre (SOC) service enhances EcoOnline's overall security posture and reduces risk, without the need for any additional strain on internal IT resources.

DigitalXRAID operates as an extension of EcoOnline's internal team. With the tools and the expertise that has been deployed, in the case of any attempted attacks on EcoOnline's business, DigitalXRAID has identified any threats very early on, and these threats have been mitigated very quickly before a breach can occur.

The insight that the SOC analysts gain across various customer environments, as well as their years of experience and industry accreditations, provides an aggregate value for threat intelligence and monitoring that a single organisation couldn't achieve alone.

EcoOnline benefits from the 'one affected, all protected' extended threat detection (XDR) SOC service that DigitalXRAID provides. The SOC team neutralise any incidents within an average of 8 minutes. Incidents and activity are visible in real-time through DigitalXRAID's unified security portal dashboard.

Looking to the future, EcoOnline has a future-proof solution, with the scalability to flex as its infrastructure and client base grows over the next few years.

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DigitalXRAID are an award-winning managed security services provider dedicated to providing our clients with state-of-the-art cyber security solutions. We specialise in Vulnerability Management, Threat Intelligence, Information Security, PCI-DSS, Penetration Testing, Managed Security Services, Security Consultancy, and offer a fully managed Security Operations Centre (SOC) for your complete cyber security protection.

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