

# Electronic Documents Centre LLC Secures Clientele's Data with TippingPoint



## CASE STUDY

### User:

Electronic Documents Centre L.L.C (EDC)

### Country:

U. A. E.

### Industry:

Card Personalization, Printing and Fulfillment

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## Background

The Electronic Documents Centre LLC (EDC) was established in 2002 by Emirates Post Group Holding, a corporation owned by the U.A.E. government. EDC started as a one-stop-shop for printing, mostly catering to financial institutions. However, by 2005 the company had also begun a new division for printing financial and nonfinancial cards. At present, 85 percent of all banks in U.A.E use their services.

Being the only one of its kind in the Middle East, in terms of capacity, services and infrastructure, EDC offers secure and automated variable data printing, sorting and fulfillment including mailing services in association with Emirates Post and Empost. EDC stores and process a wealth of valuable and sensitive data from the client. The amount and type of information stored in their networks, combined with the number of access points, make the networks particularly vulnerable to security attacks. Though the network users are less, the IT infrastructure that is required to ensure secure operation of EDC's business is anything but simple, pointed out Shereef Abbas, Information Security Officer at EDC. EDC has implemented a multi layered network infrastructure to protect both customers' transactions and its internal network users and systems. The network is again separated as per regulatory requirements from VISA and MasterCard International as well as to complement the physical security of the centre, monitoring of these networks are a priority.

With a datacenter hosting over 27 servers serving the different business units and customers, EDC needs to not only satisfy its customers and regulatory authorities but also maintain a secure way of doing business.

"We take all the necessary security measures possible both on the hardware and software side. We use these technology measures along with policies and procedures to mitigate the risks to our business", said Bynesh Balan, Security Administrator for EDC, as he was explaining the different layers of security that data goes through from the clients network to theirs.

## Challenges

With its financial clientele in mind, EDC realized the necessity for implementing and maintaining an international standard for Information Security Management to increase its customer confidence in their services as well as to standardize operating procedures. To comply with ISO27001, standard, VISA and MasterCard International requirements for Card Personalization bureau, EDC needed a solution to monitor the network traffic in real-time and get notifications when exceptions occur. Monitoring different networks and analyzing the traffic manually was a daunting task and required time and dedicated personnel. The company was also looking at solutions that would further enhance the security of its existing IT infrastructure and allows improving work efficiency through more manageable traffic monitoring.

## Solution

"During discussions with our local network of vendors and system administrators,



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everybody had a complaint with other IPS devices, like how they don't let you sleep because they keep on triggering alarms, -mostly false alarms," said Shereef. "With TippingPoint, however, reports are sent only when necessary, especially after it gets fine-tuned and configured to threat possibilities."

For a team of only five people responsible of EDC's entire IT infrastructure, accuracy and reliability is very important to not only improve workflow efficiency but maintain security as well. After an extensive evaluation of available solutions in the market, from vendors like Cisco and Juniper, positive feedback was concluded from EDC resources regarding TippingPoint products and solutions. The decision to choose TippingPoint's Intrusion Prevention Systems (IPS) and Digital Vaccine service was influenced by three primary reasons:

- Existing Customers reference
- Evaluation reports and performance of TippingPoint's Digital Vaccine sessions
- TippingPoint's support and local partner presence

The Digital Vaccine® service that offers Zero day protection and fastest filter updates covering varied systems on the network was one of the main reasons EDC selected TippingPoint's IPS. TippingPoint's Digital Vaccine service has vulnerability filters, researched and developed by the company's security experts, automatically delivered to its customers' IPS.

"Although we worked with Cisco and Juniper before, and had implemented their products in our network, we decided to choose TippingPoint because of their excellent local support and partner presence." said Shereef. FVC's team of professionals executed a comprehensive implementation plan that ensured that EDC was up and running in quick time.

"FVC's expertise on the product and the security domain gave us the confidence in choosing the solution in addition to Tipping Point's leadership in the IPS market.", adds Shereef. "At the end of the day, what matters most is that we get the needed support when something goes wrong", he comments.

## Result

Following deployment of TippingPoint IPS and Digital Vaccine, EDC was able to move toward compliance with international regulations and protect its infrastructure from security threats that stem from vulnerabilities. The integration gave a third layer of security to the company's complex IT environment and additional protection as well for their client's sensitive data. TippingPoint's Digital Vaccine also kept its protection current with the latest threats.

"TippingPoint scored with flying colors during our tests, even before we conducted penetration testing by an external agency," said Shereef. "Its implementation did not face any major challenges."





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One of the benefits of Digital Vaccine, Bynesh explained, was the option to “not immediately install the patches for their servers, once a new one is released”. This enables EDC to have ample time to follow their internal administrative procedures before updating the software.

Moreover, the minimal maintenance of TippingPoint makes it almost maintenance-free.

EDC is now more confident with its enhanced robust IPS protection and security for its infrastructure and client’s valuable data. “We can honestly say that TippingPoint delivers its promise, they get the job done and they do it well.” said Shereef.

