



## Cyber Resiliency in the Digital Transformation Journey

Microland's customer is the leading service provider of comprehensive waste management in North America, providing services that range from collection and disposal to recycling and renewable energy generation. With over 26,000 collection and transfer vehicles (the largest trucking fleet in the waste industry), they provide environmental services to nearly 21 million residential, industrial, municipal and commercial customers in the United States, Canada, and Puerto Rico.

With over 23,000 employees, 21 million customers & cloud adoption as part of digital transformation, there was a significant increase in the threat landscape making security a mission critical requirement for the customer. The customer was looking for a security partner to manage and monitor the customer's business critical infrastructure 24x7x365. Its reactive & rule-based threat detection was no longer sufficient against evolving cyber threats and it was necessary to enhance the cybersecurity measures to keep pace with the digital transformation.

Microland delivered an end-to-end SOC solution to the customer including 24x7 Security Monitoring through SIEM, End-to-End threat lifecycle management with proactive threat hunting, Vulnerability Assessments, Identity Access Management, Malware Detection & Analysis, Endpoint Detection & Response, User & Entity Behavior Analytics & Data Loss Protection.

Microland took a three-pronged approach to improve customer's security posture

- Set-up of a SOC with round the clock monitoring with ArcSight SIEM solution integrated with end point & web security consoles
- Implementation of FireEye for Malware Analysis & Rapid 7 Nexpose for Vulnerability Management
- Streamline Identity Access Management processes

A snapshot of Microland's SOC operations for the customer is provided below:

- 24,000+ Endpoint devices monitored addressing 2,500+ incidents per month
- 15 Vulnerability Assessments, Automated & Manual Penetration Testing conducted every month to identify vulnerabilities in in-house developed customer facing applications
- 700+ Cloud related alerts monitored & addressed each month
- Addressed over 5,200+ vulnerabilities in Windows, Linux servers & CSR workstations with over 450 being critical & high-risk vulnerabilities

These initiatives and proactive threat hunting have led to a 97% reduction in mitigation time for security vulnerabilities and predictability of security breaches has gone up to 70% (up from 30%)

### About Microland

Microland's delivery of digital is all about making technology do more and intrude less. As we help enterprises move to nextGen technologies, we make sure this embrace of brilliance is predictable, reliable and stable. Incorporated in 1989 and headquartered in Bengaluru, India, Microland comprises more than 4,500+ digital specialists across offices and delivery centers in Asia, Australia, Europe, Middle East and North America.