



CASE STUDY

Microland Strengthened Cybersecurity Operations for America's Largest Environmental Services Company

Overview

America's Largest Environmental Services Company, with 21 million customers and a vast fleet of 26,000+ connected vehicles, faced the critical challenge of safeguarding its extensive digital infrastructure against cybersecurity threats. In response, Microland established a Cybersecurity Operations Center (CSOC) partnership that has spanned about a decade. This partnership has brought together a dedicated team of 20 offshore and 25 onshore experts to ensure the security and integrity of the client's digital environment. The CSOC team's primary mission is to actively monitor, detect, and respond to potential cybersecurity threats, ultimately minimizing downtime and data breaches.

Business Challenge

The environmental services company's digital ecosystem, comprising various technologies and services, necessitated robust cybersecurity measures. The specific challenges included continuous 24x7 monitoring of data transmission activity, analyzing and responding to alerts from various security tools, vulnerability management, application security, endpoint and network security, and ensuring email and cloud security. The organization needed efficient automation and analysis tools to reduce manual efforts and human errors while optimizing resource utilization.

Microland Solution

Microland provided a comprehensive solution to address the client's cybersecurity challenges:

- **Cybersecurity Operations Center (CSOC):** Microland's CSOC offered proactive 24x7 monitoring, real-time alert analysis, and rapid threat detection and response. This helped strengthen the organization's defenses against cyberattacks.
- **Vulnerability Management:** The solution included regular vulnerability scans using Nexpose, implementation of CIS benchmarks, asset mapping, and monthly scans to identify and address critical vulnerabilities.
- **Application Security:** Microland conducted routine web application scans to identify vulnerabilities and collaborated closely with the client's application teams for remediation.
- **Endpoint and Network Security:** The solution involved the use of Symantec Endpoint Protection for securing endpoints and implementing robust network security measures.
- **Email and Cloud Security:** Microland ensured protection against email-based threats using Symantec Data Loss Prevention and Proofpoint. The team also implemented cloud security measures to secure cloud-based resources.

- **Automation and Analysis Tools:** The solution included the development of automation scripts for tasks like IP validation, password reset, and phishing alert reports. Additionally, the team leveraged ArcSight for real-time alert analysis.

Business Benefits

The partnership between Microland and the environmental services company has delivered significant business benefits:

- **Proactive Monitoring:** 24x7 proactive monitoring has minimized downtime and data breaches, ensuring continuous business operations.
- **Reduced Vulnerability Risk:** The CSOC team significantly reduced the risk in the client's Windows server population, achieving a 3.38% reduction over several months. Critical vulnerabilities have been significantly reduced, enhancing the overall security posture.
- **Swift Incident Response:** The team's rapid response to incidents, such as the Microsoft Zero Day vulnerability, has ensured minimal impact on business operations. The team played a pivotal role in resolving access-related incidents for various critical applications, closing around 1800+ tickets in the last 5 months.
- **Enhanced Security Posture:** The organization has experienced an 86% remediation rate for critical vulnerabilities, as well as identified and blocked over 200 malicious IPs, reducing the risk within the environment and protecting against potential security breaches.
- **Efficiency and Automation:** Automation scripts have reduced manual efforts and human errors, optimized resource utilization, and saved valuable time.

Microland is a pioneering IT Infrastructure services and consulting company headquartered in Bengaluru, India, with a proven track record of delivering tangible business outcomes for 35 years. Today, as enterprises recognize that networks underpin the functionality and efficiency of modern digital systems and support innovation, we provide next-generation technologies such as AI, automated operations, and platform-driven solutions – which drive operational excellence, agility, and productivity for organizations worldwide. Our team of over 4,600 experts delivers services in over 100 countries across Asia, Australia, Europe, the Middle East, and North America, offering cutting-edge solutions in networks, cloud, data centers, cybersecurity, services management, applications, and automation. Recognized by leading industry analysts for our innovative strategies, Microland is committed to strong governance, environmental sustainability, and fostering an inclusive workplace where diverse talent thrives. When businesses work with Microland, they connect with the best talent, technologies, and solutions to create unparalleled value. For more information, visit www.microland.com