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Customer Case Study: National government regulator gains fully-managed, secure, cloud-hosted services

Background and Challenges

Our client is a federal government industry regulator that is responsible for administering laws and providing a comprehensive range of services under a consistent regulatory framework.

Our client required an on-line presence that included a public web site and a set of authenticated services that would allow our clients customers to submit legal documents and forms online. These services had to integrate with existing on-premise systems, and support on-line payment services.

Prior to DotSec's involvement in the project, the client's on-line presence was based on an implementation that would not support secure and robust web and payment services. The main challenge was to implement and manage the deployment of a new system, within a fixed time and budget.

The Solution

DotSec designed a robust, secure and manageable replacement system, and we deployed the new system in the Amazon Web Services (AWS) cloud, all within a couple of weeks!

DotSec has continued to maintain and manage the new on-line service since it was first deployed in 2014, providing the fully-managed services under the terms of a fixed-price Service Level Agreement (SLA). The SLA allows DotSec to proactively raise issues associated with the ongoing management and administration of the service, and to raise alerts and out-of-bands reports that notify the customer if anomalous and/or threatening activities are detected by DotSec's continuous monitoring services. The SLA also allows the customer to raise and escalate issues, and to have those issues addressed according to the priority of the issue in question.

Executive Summary

Business challenge
Establish a secure on-line presence within an aggressive time-frame, and ensure that the new system is properly secured and professionally managed, on a fixed-price budget.

Solution
Employ secure cloud-services professionals who bring expertise in the areas of secure cloud-hosting, dev-ops and managed, secure services.

Results
Our client continues to enjoy an incident and hassle-free Internet presence, on a fixed-price budget, nearly three years after the service was originally deployed.

DotSec constantly monitors the security and operating status of the managed systems. Access and change events are collected and aggregated. The log-management system, provides appropriate alerting and reporting relating to both authorised and unauthorised access.

Additionally, Host-based Intrusion Detection Systems (HIDS) are deployed and raise alerts to DotSec in the event of any unexpected modification of critical system files; these changes indicate the possible presence of unauthorised parties on the system. DotSec also manages the external Web Application Firewall (WAF) that is used to protect the main web application from Internet-based attackers.

The Outcomes

The success of this project led to a number of noteworthy outcomes, some of which are summarised below:

☐ The project had a very aggresive time frame but even so, DotSec designed and deployed the new system on-budget and on-time, in days rather than months.

☐ DotSec has managed and maintained the system since go-live, with zero security incidents. Our managed-services charges are a fraction of the cost that our client would have to pay to employ, train, and retain staff who have the time and skills to manage the infrastructure effectively and securely.

☐ The system not only hosts the client's current customer-facing online services, it can also be used to host additional future services if required.

☐ By hosting the Production systems in a public (AWS) cloud the client only pays for the computing capacity that they use, and their site can scale up or down as required without taking a risk with an expensive capital outlay.

☐ By utilising only the 'Infrastructure as a Service' aspect of a public cloud provider the client can avoid hosting-provider lock-in.

The Next Steps

DotSec has over 10 years of experience in the design, deployment, hosting and cost-effective management of secure on-line services. Our information security experts are certified Splunk 6 Architects and AWS Architects who have, for many years, used the latest dev-ops and cloud-hosting technologies to deploy and manage on-line services securely, efficiently, and cost-effectively. Get in contact with us now, to discuss how our secure managed services will provide immediate and real benefits to your business.

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https://www.dotsec.com/   Level 2, 303 Adelaide St.
+61 7 3221 2442   Brisbane. QLD. 4000
enquiries@dotsec.com