Customer Success Story

The Company
As specialists in the field of IT security testing and auditing, this organization provides a wide range of services to its customers - most of whom are financial services companies and government agencies located in its home nation of Spain - many of which involve penetration testing.

Based in Barcelona, the company’s services are focused on helping its clients validate that their IT infrastructure and applications have been properly secured in order to pass both internal and mandated security audits, including those mandated under standards including PCI DSS, which specifically call for such assessments.

The IT Director is responsible for overseeing all of the consultancy’s day-to-day operations including its security testing teams and procurement of the products those professionals use to carry out their engagements.

Using products including CORE Impact Pro, the organization is helping its clients ensure that they are both meeting the specific terms of the regulatory mandates with which they must comply and improving their overall IT risk standing through more proactive vulnerability management.

Solution Summary

<table>
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<tr>
<th>CUSTOMER TYPE</th>
<th>IT Security Services Provider</th>
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<tbody>
<tr>
<td>CHALLENGE</td>
<td>Optimizing IT security testing services to save time and money.</td>
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<tr>
<td>SOLUTION</td>
<td>CORE Impact® Pro, the first comprehensive penetration testing software solution for assessing organizations’ most significant IT vulnerabilities and information security threats.</td>
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“Using Impact Pro has allowed our consultants to save both time and effort in carrying out testing, as it gives us the ability to handle more customers without adding new staff. It also provides us with increased capabilities for filtering our clients’ data to differentiate between simple patching issues and serious vulnerabilities that need special attention. In that regard it’s saved us a lot of headaches.”

The Challenge
While the organization has deep expertise in the field of security assessment and compliance auditing, it has a limited number of full-time penetration testers on staff and thus seeks to maximize the work performed by those highly-trained specialists, specifically in helping its customers meet any explicit pen testing requirement they face.

To give its IT security assessment professionals the ability to conduct their work as quickly and effectively as possible, and help its customers identify, prioritize and address their most pressing risks, the company sought a solution that would automate many of the common tasks involved in the penetration testing process, and allow its teams to better address newly emerging software vulnerabilities and hacking techniques.

Specifically, the consulting company sought a commercial-grade penetration testing solution that would allow its consultants to spend less time performing many manual testing tasks and give them the ability to produce detailed results to share with customers to help them prioritize necessary remediation efforts faster.

The organization also desired a solution that would allow some of its less specialized assessors to carry out upfront security testing to help establish a plan for subsequent work, and locate critical assets that demand the specific attention of its dedicated penetration testers.

The Solution
The company’s security assessors have been using open source scanners and exploit authoring frameworks to locate vulnerabilities and generate penetration tests for years, but the company wanted to obtain a more practical, commercial-grade system for validating vulnerability data and running tests in hopes of lowering the amount of time, and the level of experience necessary for its workers to complete their assessments.

The company also desired a more straightforward method for sharing assessment results with customers to illustrate improvements made to their security and compliance standing via its consulting services.
Among the primary reasons why the organization selected CORE Impact Pro to meet its vulnerability management and penetration testing services needs were the solution’s vast library of safe exploits, straightforward user interface and automation of manual testing tasks, as well as its array of reports that can be shared directly with customers.

“We’ve traditionally used manual techniques for penetration testing and we have some customized tools that we use to detect security problems, but we were spending too much time and effort doing the work itself, and we have more customers coming to us for testing all the time,” said the IT Director. “Now we’re able to maximize our efforts by using automated penetration testing where appropriate and using manual techniques only when necessary.”

As a result of bringing Impact Pro onboard, the company is now able to complete far many more penetration tests while maintaining the same level of specialized staffing. The company feels confident that using the solution is also lending new reach to its services and providing customers with greater assurance that their IT assets have been fully examined to ensure that they can pass compliance audits and remain protected against real-world hacking and malware attacks.

The Result

Automating Manual Processes

Even those organizations with experienced penetration testers in house are always looking for effective ways to speed their work while lending consistency and transparency to the overall process.

By adopting CORE Impact Pro, the company’s penetration testers no longer need to spend long periods of time trying to chase down newly discovered vulnerabilities and manually create working exploits that can be used to test in live customer environments.

“Our existing customers are asking for more tests, and new customers are coming to us for these services all the time,” said the IT Director. “Now, instead of asking our consultants to go in and start manual testing from scratch, we can rely on Impact Pro to have a working exploit waiting there ready to go.”

Maximizing Internal Resources

Experienced penetration testers are often hard to find and expensive to employ, making it such that even the largest security consulting organizations typically have limited resources when it comes to committing full-time testing personnel to individual projects.

Using CORE Impact Pro, the organization is able to maximize the expertise that it maintains in-house and deliver greater numbers of tests without hiring new, dedicated staff. Whereas the experts would be required to spend long periods of time developing hand-built exploits to use in vetting vulnerabilities in the past, the deep library of professionally developed modules provided in Impact Pro has allowed the company to speed the testing process and make the most of its workforce.

Illustrating Improvements to Customers

Many customers are required to keep detailed logs of any security and compliance audits they perform, creating a demand for mountains of paperwork when produced by hand.

Organizations also want to see how secure their assets are before consultants begin their work and then compare those details directly to assessment results once the service providers have made their recommendations and launched into the remediation process. Using CORE Impact Pro as an upfront assessment system has also allowed the organization to target its work more effectively.

“In most cases, we use Impact Pro as a first approach to testing the infrastructure we need to analyze,” said the IT Director. “Based on those results, we can gain a better idea of the steps we’ll have to take to protect that system going forward.”