## The Company

The profiled company is a global provider of enterprise IT security services that employs over 250 consultants around the world and counts more than 75 percent of the Fortune 100 among its existing customers. With IT security services practices ranging from infrastructure and data protection to compliance auditing management, the company is involved in a wide array of projects that either specifically demand or typically include penetration testing as an element of their parameters. The consulting giant is rapidly growing its overall IT risk management services business as an increasing number of customer seek a more pragmatic approach to responding to the confluence of rising malware and hacking threats, and both government and industry-driven compliance mandates. The company’s manager of product management at oversees selection of the technologies used throughout the firm’s security and risk management offerings around the globe, attempting to arm his teams with the most effective solutions for meeting all the various tasks they must perform, and doing so as efficiently as possible.

## Solution Summary

<table>
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<th>CUSTOMER TYPE</th>
<th>Enterprise security consultancy</th>
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<tbody>
<tr>
<td>CHALLENGE</td>
<td>Utilizing penetration testing as a critical element of IT risk management services and solutions to help customers assess vulnerabilities, prioritize remediation, prepare for audits and create metrics to assess overall security posture.</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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“Customers don’t just want to know their theoretical weaknesses, they want to know if they’re real and understand the broader impact of those vulnerabilities – using pen testing to investigate any problems we find is the best way to know for certain if a vulnerability is exploitable, otherwise it’s just guesswork.”

## The Challenge

The massive consultancy -- which offers capabilities ranging from network filtering to outsourced software source code review -- is built around an experienced staff that considers in-depth security testing a fundamental process in helping customers understand, prioritize and address their IT systems exposures. To deliver an accurate, detailed view into of the nature to its customers’ network, endpoint, application and end userbased security exposures – including infrastructure assets such as VoIP and wireless communications systems – and provide clients with the tacit proof of assessment results detailing their most pressing vulnerabilities, the company sought an automated penetration testing solution that would both help its experts expedite their work and provide them with detailed reports they could share with customers to outline their findings. “Enterprises aren’t satisfied with generalized reports that attempt to convince them that they’ve been tested and secured anymore, they want to see exactly where they’re vulnerable and how that’s been fixed, both to understand risk and drive maximum value from their engagements” the consultant said. “We needed something that would not only help us from an operational standpoint in terms of performing tests, but that would help us illustrate vividly to customers just what we found during assessment, and what those results ultimately mean.”

## The Solution

To increase the value of its risk management offerings, and allow its consultants more time to focus on specialized work, the consulting firm is using CORE Impact Pro throughout its engagements to give its customers and staff a standardized, centralized system for carrying out multi-tiered penetration testing.
The consulting company is specifically using the automated solution to speed assessments, and allow its experts to spend more of their billable hours performing the customized, environment-specific analysis that lends unique value to their services, and spend less time on other more repetitive manual penetration testing tasks. In addition to making it easier for testers to carry out some of those more standard testing responsibilities using the solution, doing so has also lent new levels of consistency and repeatability to that work.

Having a product that is capable of testing multiple classes of IT assets, including Web applications, is another significant benefit, representatives said, as customers are highly concerned with online threats and potential data loss, but do not want to engage in expensive re-coding efforts to fix problems unless it is absolutely necessary.

As the consultancies’ IT risk management and compliance practice continues to grow and diversify, the company is also using Impact Pro as an essential method for establishing a baseline of its customers’ critical exposures throughout its services and solutions. Subsequent testing using the package provides the ability to gauge improvements over time and allow customers to maintain visibility into their vulnerabilities and overall risk postures.

“Pen testing represents real quantitative risk management, versus many of the concepts people talk about; customers come to us to validate existing controls, and one of the most effective ways to address that work directly is through penetration testing.”

The Result
Maximized resource allocation
Using Impact Pro’s deep library of commercial-grade exploits, the consulting firm is making the most of its manpower and in-house expertise while covering a broad range of testing scenarios. Its teams of assessors can utilize a common interface to conduct in-depth assessments, with both experienced penetration testers and less-technical consultants able to use the product to create comprehensive reports for themselves and for customers.

With larger numbers of customers seeking penetration testing to harden their IT assets against cyber-attacks and to prepare for compliance audits, the firm is pressed to expand its assessment capabilities without bringing large numbers of new specialized new consultants onboard. By utilizing automated penetration testing in the form of Impact Pro, the company has been able to increase the volume and breadth of its skills without dedicating large amounts of additional resources to the process.

Communicating Real-World Risks to Customers
Even when presented with security consultants’ findings, customers often seek tangible proof of how and why those conclusions were made, and just how critical it may be to follow subsequent recommendations about related remediation work.

Using Impact Pro, through both live demonstrations and via the use of the solution’s customized reporting functions, the consulting firm has been able to illustrate to clients just where they are vulnerable to specific types of attacks, and where the process of making security improvements needs to begin.

In addition to defending their recommendations, consultants can also hand reports generated by Impact Pro directly to clients to further prove the validity of their recommendations and show customers what types of technologies they are using to carry out their engagements.

Drawing customers a roadmap for future success
Consultants are notoriously vendor agnostic, but customers almost always ask the professionals what technologies they use to carry out their work, and which technologies they should implement to better maintain security on an ongoing basis.

After helping customers address risk and vulnerability management via penetration testing and the use of Impact Pro the company frequently recommends that its clients continue to utilize the testing software to help maintain the controls that they’ve already established and to assess their overall security posture.

“We always tell customers that they need to do proactive security evaluation, specifically pen testing, on a regular basis, and to continue that work on a regular schedule,” said the product manager. “There’s no secret sauce in what we do, if we want to be a trusted partner we have to show customers everything that we use.”