Customer Success Story

The Company
The company is a diversified provider of audit, tax and advisory services, including a range of IT-based programs focused on business technology risk assessment and anti-fraud management. The organization is the world’s fifth largest accountancy network with more than 1,000 offices in over 100 countries.

Serving a wide range of corporate and nonprofit clients, with customers in the financial services, retail and professional services industries, among many others, the business’ UK risk assurance and auditing team offers a broad set of IT security auditing and assessment programs, many of which involve penetration testing. Some of these services are aimed at helping the consultancy’s clients pass mandated IT security standards, including local U.K. government regulations and the PCI Data Security Standard – which applies to almost any company handling sensitive payment card data today.

The Senior Consultant is charged with overseeing the UK member firm’s IT security testing team, and is involved in both the delivery of the organization’s IT security auditing engagements, as well as in the selection of the solutions utilized by the group to conduct detailed assessments of customers’ electronic assets and infrastructure.

Solution Summary

<table>
<thead>
<tr>
<th>CUSTOMER TYPE</th>
<th>Audit and Tax Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHALLENGE</td>
<td>Finding an automated penetration testing solution to speed and streamline delivery of IT security assessment services and illustrate findings to consulting customers.</td>
</tr>
<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>
</tr>
</tbody>
</table>

“We want to be able to serve our customers as comprehensively as possible in terms of mitigating IT risk, while at the same time keeping our engagements running as smoothly and efficiently as possible; CORE Impact Pro has allowed us to maximize our internal testing expertise and, by extension, better serve our customers in the process.”

The Challenge
Like most IT security auditing specialists, the company’s UK Technology Risk & Advisory services team has a fixed number of experienced, fulltime penetration testers on staff, forcing it to work aggressively to maximize the time of its professionals across a number of different customers and consulting engagements.

To help these teams work as quickly as possible, while delivering the most conclusive risk assessment results to customers, the business sought an automated penetration testing solution that could enhance the ability of its consultants to complete their engagements faster - while providing them with the ability to conduct as thorough assessments as the clients, or the regulatory mandates they seek to comply with, demand.

The consulting firm specifically desired a solution that offered high levels of exploit functionality - including web application testing capabilities - that would be updated on a regular basis with new capabilities to emulate cutting-edge hacking and malware methodologies.

Having previously invested in a number of network and web application vulnerability scanning tools aimed at helping customers to locate all of their potential IT security weak points, the organization was also looking for a method of helping its consultants filter the avalanche of results produced by those systems to isolate its clients’ most pressing risks faster, without generating false positives.

The Solution
The organization’s security assessment professionals had been employing a range of techniques and tools to determine their customers’ most significant IT risks for years, but the company needed a product that would allow them to conduct more in-depth testing of systems and data security at an even faster pace – one that could replicate the broadest range of potential threats possible that clients face in real-world environments.

In addition to performing more comprehensive assessments, the consultants also sought a technology that would produce detailed results that they could share directly with customers to provide further illustration of their overall conclusions, and to provide a more detailed roadmap that clients could follow to improve their overall security standing.
Among the leading drivers behind the consultancy’s adoption of CORE Impact Pro was the product’s ability to extend the reach of its assessment services and expand penetration testing across a wide range of different assets, giving its professionals a crossenvironment understanding of where any organization’s most significant risks actually reside, and how they might be targeted in multistaged real-world attacks.

“The people that we have on staff with penetration testing skills are very effective, but as these are specialized individuals, we’re always looking for ways to increase their productivity” said the Senior Consultant. “Adopting this type of technology isn’t about doing more with less, it’s about empowering the people that you already have on staff to be even more effective and make the work that they do more valuable and understandable to our customers.”

The practice leader maintains that by giving his staff the most feature-rich and easy-to-use solution for conducting pen testing available, he has been able to increase his colleagues’ productivity, lighten onerous elements of their workload by automating manual testing tasks, and offer customers greater insight into the results garnered via testing – making all of the involved parties feel more satisfied with the assessment process.

“Coming from a wide range of industries with individual risks around IT security and data breaches, our customers need to understand the full implications of the vulnerabilities that they face by exploring precisely what level of access potential attackers could achieve. The power and efficiency of CORE Impact Pro has allowed us to develop a testing approach that offers our clients the highest value services for the money.”

**The Result**

### Maximizing Internal Resources

With more organizations than ever seeking penetration services to meet internal and third-party security requirements, the company needs to make the most of its in-house expertise. By arming those assessors with an automated package featuring a broad range of testing capabilities across a number of IT assets, the company has been able to keep up with increased demand for these types of services without dramatically increasing staff.

“It’s vitally important for us to deliver the highest quality risk assessments to as many clients as possible without significantly increasing our related overhead, particularly in relation to staffing,” said the Senior Consultant. “Having a product that can accelerate the pace of testing while actually increasing our ability to perform more comprehensive assessments is an incredibly valuable step forward.”

### Illustrating Improvements to Customers

Now more than ever, customers are asking for tacit proof of the findings and value that risk assessors provide as they too seek to garner maximum ROI from their consulting investments. Using CORE Impact, the experts are now able to generate detailed reports, at the click of a button, that they can provide directly to clients to illustrate the full scope of testing being completed, and the various results that are being generated.

In addition to offering multiple types of reports that offer detailed findings to both consultants and customers, including those addressing individual compliance mandates such as PCI, Impact Pro is also proving useful to the organization in helping organizations establish tangible benchmarks that highlight where their IT security weaknesses reside, and how they are able to make improvements over time to improve their overall standing – while offering proof of that work to IT management.

### Meeting Specific Penetration Testing Requirements

With a litany of government and industry mandates calling for customers to perform penetration testing of various assets, and for services providers to offer proof of the assessments that they have performed for those organizations, Impact Pro is allowing to both meet their clients’ specific demands and generate reports that are acceptable to compliance auditors.

“We’re being asked by our clients to ensure that they have completed all the various types of penetration tests that they are required to perform in order to achieve regulatory compliance, both from governments and in the case of guidelines including PCI,” said the Senior Consultant. “It is critical that we are able to deliver the level of testing that is going to allow our customers to pass their third-party audits for penetration testing, and to show that in conducting these tests they are embracing the underlying spirit of the regulations beyond specific pen testing demands.”