Quilter

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Quilter Plc Security Operations Boosts Productivity & Performance

Organization

Quilter is a leading, international provider of advice, investments, and wealth management with headquarters in the UK. Quilter provides their customers and financial advisers choice and flexibility in how they choose to access their solutions and services. Managing £109.5 billion of investments on behalf of over 900,000 customers (as of 30 September 2020), they operate in one of the largest wealth markets in the world – and one that is growing. Quilter's security operations team is led by Dan Baylis, Group Security Operations Manager. The team is responsible for securing the global Quilter business operation, safeguarding sensitive data, and preventing business disruption, all while continuously supporting new business initiatives.

Quilter's lead security operations analyst, Karl Ward is an expert in his field and a certified Cyber Security Incident Responder, Security Testing Professional, Malware Investigator, Forensic Investigation Specialist, as well as a Certified Cyber Investigator, in addition to many other certifications.

Business Challenge

Quilter is a diverse international financial services company that relies on absolute customer trust. Protecting personal and business partner data is crucial to maintain that trust, in addition to complying with both national and international PII regulations. As a service provider they have to ensure that their network, systems and applications are secure.

A breach that provides a threat actor access to their customer's financial information or partner networks in the form of a supply chain attack, would be devastating to their business.

Quilter has grown both organically and through acquisitions that require rapid and secure integration of the acquired network, information systems and applications. The security team is tasked to support the integration process which involves a rapid and comprehensive risk analysis and security audit of the acquired company. Dan summarizes, "Our main challenge was to secure multiple, globally distributed and interconnected business units and external partners from both internal and external threats.

"Our second challenge was to scale our security operations and testing capabilities that relied on several, different open-source tools, and required hours of manual scripting and setting up."

Challenge

To build a world class cyber-security practice that supports organic and acquisition-based business growth while confronting the dynamic threat landscape.

Solution

Cymulate provides the security team rapid and effective security control validation, risk assessments and an open framework to exercise cyber "what-if" scenarios.

Benefits

With Cymulate, the security team is able to respond faster and more effectively to management queries, business initiatives and new threats.

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Solution

Quilter deployed Cymulate Continuous Security Validation to automate security control testing. Their priority was to validate email and web security efficacy in preventing threats from entering the front door, "to know that our security technology is actually working." For example, while validating their email security policy they found a technology flaw in their email security that otherwise would have remained undetected. Within months they realized multiple benefits and use cases and they currently deploy the full suite of vectors and advanced modules. "We pay all this money for security products and Cymulate finds deficiencies, we can push the IoCs you provide, but we then go back to the vendor to fix the deficiencies, because an IoC is a temporary fix. With Cymulate we got control validation from day one." Karl was also impressed with customer support, saying "they are great, they know who I am and respond quickly."

> *Many times, our CISO or senior members would come to security operations after reading about a new threat or APT group in the news, asking are we at risk? Cymulate enables us to answer quickly and confidently with the Immediate Threats module and attack simulations.*
>
> Karl Ward, Lead security operations analyst, Quilter

Even while working from home the Quilter security team was able to continue testing without interruption. They leveraged the ease of deployment and flexibility of the SaaS based platform to launch assessments in different business units, sites, and environments where and when it was required. "It enables us to simulate and run different incident response playbooks and test more "what-if" scenarios, for example, location dependencies, insider threats, contractor scenarios, remote workers etc. I can simulate what happens if a contractor plugs a Mac or Linux computer in the network, could it unintentionally infect our network, how far can it go into the network. I can simulate and answer all of these and more."

> *Cymulate facilitates data driven conversations at both the operations and business level. We can quantify the risk of doing business, justify compensating controls that reduce the risk levels and validate their effectiveness.*
>
> Dan Baylis, Group Security Operations Manager, Quilter

Productivity benefits came from being able to consolidate different testing methodologies into one platform that provides consistent measurability, automation, and repeatability. Furthermore, integrations with EDR and SIEM products saves time and validates efforts by correlating attack simulations to their findings. "Cymulate provides a consistent scoring methodology based on NIST and repeatability that enables us to track performance over time, and the executive reports provide an effective means of communicating risk to upper management." Dan adds that "by automating security validation and operationalizing the MITRE ATT&CK® framework, Cymulate has helped to improve the skills of our security team and double our productivity."

Cymulate also enabled the security team to get a quick and accurate handle on the security risks related to M&A's.

Post-acquisition, the Quilter team will deploy Cymulate to perform a rapid and comprehensive security evaluation of the acquired company, enabling them to identify areas that could be integrated immediately and areas that require compensating security controls or additional safeguards before integration. Dan summarizes "Every security team is constrained by headcount, budget and resources. We work during business hours, our adversaries don't. With Cymulate we can experiment, test and validate in a controlled manner, anywhere, anytime without breaking the business."

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Benefits

Security stack visibility – Be aware of security gaps and vulnerabilities that would have remained invisible prior to deploying Cymulate.

Faster resolution – Decrease the time to detect vulnerabilities and resolve them faster by understanding how the attacks work.

Threat intelligence validation – Know how new threats could impact the environment and how to remediate the vulnerabilities they created.

C-level engagement – Respond to executive queries based on quantifiable results and to convey risk security performance.

Operational efficiency – Allocate resources effectively and improve productivity by leveraging automation with risk based prioritization.

Team enhancement – Improve team skills by helping them think like the adversary and become better defenders.

About Cymulate

With a Research Lab that keeps abreast of the very latest threats, Cymulate proactively challenges security posture end to end, automatically and continuously, allowing hyper-connected organizations in all maturity levels to avert damage and stay safe. Founded by an elite team of cyber researchers with world-class experience in offensive cyber solutions, Cymulate is trusted by hundreds of companies worldwide, from small businesses to large enterprises, including leading banks and financial services. They share our vision to be the gold standard for security professionals and leaders to manage, know and control their Cybersecurity Posture. Today it's simple for anyone to protect their company with the highest levels of security. Because the simpler cybersecurity is, the more secure your company-and every company-will be.

Contact us for a live demo, or get started with a free trial

Start Your Free Trial

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