Case Study

Background

Capita Travel and Events – a division of Capita Plc consulting, digital services, and software - is an award-winning travel management company that leverages data and behavioral analytics to understand how their customers travel and meet. This, combined with innovation and the most powerful technology solutions enables Capita's customers to access unparalleled choice and value in the travel, meetings, and events markets. Capita supports clients from large financial organizations to the biggest UK retail brands in planning more than 62,000 meetings and booking 2.5 million nights in hotels each year.

Samantha Hart, Chief Information Security Office   for Capita Travel and Events explains, *"Our employees are the first line of defense against cybercrime so success for me is ensuring that everyone understands their role in protecting the business. From a technical standpoint, we need to ensure we have all the necessary security controls in place and that we are secure and compliant at all times."*

Challenges

According to Hart, addressing Capita's cybersecurity and compliance challenges is of paramount importance since they – along with the majority of organizations today - have witnessed a spike in cyberthreats, including phishing scams and fraud.

As an operational imperative to ensure compliance with the Payment Card Industry Data Security Standard (PCI-DSS) directive, Capita needed a context-based File Integrity Monitoring (FIM) solution to monitor their security controls and track changes made to critical files. Their existing toolset used to address these requirements proved inadequate as it did not have the advanced real-time continuous compliance monitoring, automation, or reporting capabilities needed to realize their goals.

Hart explains, *"Protecting customer card data is at the core of PCI compliance and I was looking for a tool that offered complete visibility into our IT environment so that we could monitor any security issues, changes and configurations, and streamline the compliance auditing process. We also wanted a dashboard view so we could see our security and risk trends across the organization."*

Capita evaluated a number of different security solutions against their key criteria of accuracy, reporting, and automation, and ultimately selected **New Net Technologies (NNT) Change Tracker Gen 7R2 and Fast Cloud Threat Intelligence** to meet compliance and strengthen their security posture.

Solutions

In March 2020, **Capita deployed Change Tracker and Fast Cloud** on 150 critical servers. Change Tracker combines the essential prescribed security controls with advanced threat prevention, detection, and intelligent change control technology. Its integration with **Fast Cloud Threat Intelligence** means that Capita are able to automatically validate file changes as they are detected using an authoritative file whitelist in real-time.

Hart says, *"After seeing a demo of Change Tracker for the first time, I was immediately impressed. The software's ability to automate our manual checklists, help with Centre for Internet Security (CIS) benchmarking and produce reporting on demand sold it to me – it's really simple and effective Change Tracker also helps us stay compliant with ISO 27001 since it demonstrates secure change management process controls."*

Since implementing Change Tracker and Fast Cloud, Capita has reduced its attack surface by proactively monitoring and hardening the security configurations of its IT systems, applications, and network devices.

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Key Benefit

1. NNT Change Tracker automates manual checklists, helps with CIS benchmarking and produces reporting on demand

2. NNT Fast Cloud Threat Intelligence enables Capita to automatically validate file changes as they are detected using an authoritative file whitelist in real-time

3. Enables Capita to move their company forward to an 'assured organization', streamlining and simplifying the PCI compliance process

4. With full visibility into their IT network, regulatory compliance automation and continuous monitoring, Capita has been able to shift their time to strategic security initiatives

"We have full secure configuration management in place now and are able to differentiate between good and bad changes, and identify suspicious activity while reducing change noise. We were originally just looking for FIM for PCI compliance but the added benefits of system hardening and configuratio drift management has been immensely helpful too," adds Hart.
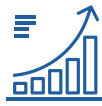
Results

Working with NNT has helped Capita achieve continuous PCI compliance, and it has reduced the burden of having to carry out manual checks by giving them the confidence that any unauthorized changes taking place in their IT environment will be identified and remediated accordingly.

"NNT has alleviated the need for constant manual checking of our configuration management. We know that our security baseline is in a good state and we're alerted in real-time of any subsequent deviations that could impact our environment. NNT has enabled us to move our company forward to an 'assured organization', streamlining and simplifying the PCI compliance process," explains Hart.

Now that Capita has full visibility into their IT network, regulatory compliance automation and continuous monitoring, the IT team has been able to shift their time to strategic security initiatives.

"With the enhanced visibility and constant monitoring that NNT provides, we have that guarantee now that our overall security posture is in a good place, enabling us to focus our time on more important things," adds Hart.

In addition to NNT's software capabilities, Hart praises the services and customer support element of the partnership.

"NNT's account management and support is second to none which makes a big difference. They are proactive, enthusiastic, and responsive to our needs, and work with us to ensure we are strategically and operationally successful with our security and compliance goals. I unreservedly recommend NNT," - Samantha Hart, Chief Information Security Officer for Capita Travel and Events