

CASE STUDY
Private Entity

CenturyLink

RiskSense Platform Delivered a Single Pane of Glass

CUSTOMER PROFILE

CenturyLink is one of the largest global communications, hosting, cloud, and IT services companies in the world. Among its revenue streams are significant contracts for infrastructure and cybersecurity support and integrated managed solutions for fellow Fortune 500 companies and federal, state and local governments.

“RiskSense lets us cut the data and take a different view and really helps us prioritize what we should be working on. That’s where we really found a lot of value.”

– CISO, CenturyLink



THE CHALLENGE

Specific to its cybersecurity services, CenturyLink required a single solution for vulnerability and remediation management that could be implemented across its 55 data centers and 300,000+ node environment. It was extremely important the solution and its agents be able to understand the criticality of the nodes in regards to homeland security and energy grid protection. Considering the volume of security intelligence generated by CenturyLink, the solution was also required to handle copious amounts of data and have the ability to cull and splice the data in a variety of ways to suit numerous purposes and objectives.

Because the ultimate goal of any cybersecurity program is to reduce vulnerabilities and the possibility for exploitation and breach, the solution was required to encompass robust workflow tools for remediation management. The solution was further required to have functionality for high-level users, such as senior security officers and development engineers, but also have a practical and intuitive design for less-experienced users with minimal understanding of vulnerability origin and remediation lifecycles. In summary, CenturyLink was in need of a solution that would empower it to establish a superior security posture across all of its business lines.

THE SOLUTION

RiskSense partnered with CenturyLink to address the needs of their prospects during the scoping and negotiation process in order to implement solutions for each customer’s unique needs. CenturyLink was initially drawn to the RiskSense Platform because it already met many of the needs as described above. However, the RiskSense executive and development teams recognized a challenge concerning two major factors with CenturyLink: the 300,000+ node count and the fact that nodes were associated with multiple different business lines. After evaluating the complex environment, a solution emerged that would take numerous resources and man hours but would ultimately provide the best results: create an entirely independent iteration of the RiskSense Platform for use exclusively by the client. During the production process, filtering performance was enhanced to meet the needs of the client, and those options, which would provide benefit to other clients, were incorporated within the standard platform.

The RiskSense Platform provided a versatile single solution for a 300k+ node environment.

Additionally, the RiskSense team developed and implemented a strategy to address requirements to assist and compliment CenturyLink's existing business processes. The team also created and implemented a training plan for senior-level staff, to include distinct manuals for all user levels, which allowed for meaningful knowledge transfer within CenturyLink's workforce. Finally, the RiskSense team was very deliberate in creating an environment where CenturyLink was well represented, and its feedback in terms of features, enhancements, questions and concerns are regularly received.

THE RESULTS

Specific to its cybersecurity services, CenturyLink required a single solution for vulnerability management. The RiskSense Platform was successfully launched in January 2014, and CenturyLink continues to find value in the Platform, filters, dashboards, and reporting capabilities and has expanded their commitment to the partnership. CenturyLink is now infinitely better equipped to

apply remediation efforts across all of its business lines now that they are able to implement a single solution for managing the cybersecurity activities for all of its customers. A prosperous working relationship has also been established where CenturyLink meets regularly with the RiskSense customer success team to ensure the continued value of the Platform.

NEXT STEPS

At CenturyLink, there is a strong emphasis on maintaining visibility into their cyber risk and continuously monitoring progress. Now that they have a framework for their cyber risk scoring model, the team looks towards expanding their use of the RiskSense Platform. They are further assessing and developing processes to ensure their compliance reporting needs are met. The RiskSense Platform allows them to store all of their historical compliance-related vulnerability data. They have been working on building out complex and tailored workflows for the various teams and their roles to make this happen.

WHY RISKSENSE

Robust workflow tools for remediation management.

Functionality for both high-level users and less-experienced users.

Practical and intuitive design.

Scalability for 55 data centers, 300K+ nodes in a complex environment, and multiple business lines.

Handles criticality of nodes in regards to homeland security & energy grid protection.

Training plan for senior staff & manuals for all levels.

Establish superior security posture across all business lines.

A relationship that encourages feedback & communication on enhancements.



Contact Us Today to Learn More About RiskSense

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