SOC Modernization for Leading Canadian Energy Provider

> *ISA Cybersecurity is a true business partner that has provided our company with a local team of security experts that are always available to assist us with their knowledge and experience with IBM Security solutions.*
>
> *- Director of Enterprise Architecture and Cyber Security, Leading Canadian Energy Provider*

Customer:
Leading Canadian Energy Provider

Organization Size:
1,000+ employees

Industry:
Utility

ISA Service:
Managed Security Services

Solution:
IBM QRadar

SECURITY CHALLENGE

- Identify the crown jewels, digital assets, and applications that need to be managed and monitored from a cybersecurity perspective.
- Gain understanding of ERP and SAP requirements in relation to security controls.
- Manage a wide array of IT and IoT industrial controls in a demanding SIEM environment.

KEY RESULTS

- ISA Cybersecurity now serves as an extension of the customer's IT security team, reducing cost and recruitment burdens while providing outstanding service and cybersecurity insight.
- Maximized customer's investment in IBM QRadar and other cybersecurity solutions.
- Improved cybersecurity program maturity, governance, and audit posture.
- Superior incident response and crisis management capabilities.
- Customer's confidence in ISA Cybersecurity's support freed up time and resources for further IT transformation.

BUSINESS BENEFITS

Managed Services & IBM QRadar Optimization

- Seamless IBM QRadar system upgrade to current version and patch level including expert customization of IBM QRadar's detection capabilities to reflect the customer's unique environment.
- Assisted customer with a top-to-bottom business criticality assessment, identifying essential assets, identities, and processes to be protected. Critical assets now receive focused monitoring and attention relative to the business and operational risk.
- Provide round-the-clock monitoring of IBM QRadar operational health (uptime, performance, excessive log events, etc.) to ensure high availability and optimal performance.
- Implemented secure and direct access to customer controls to enable triage and investigative processes to isolate root cause and provide specific and actionable risk-based recommendations.

Superior Incident Response & Improved Security Maturity and Governance

- Implemented and customized an extensive library of "use cases" to develop a robust incident response program, orchestrating rapid response to potential cyber-attacks, security incidents, or unplanned system events.
- Reduced impact on the customer's resources by performing control-specific analysis, triage and first response reporting.
- Developed a roadmap to illustrate what the customer's overall cybersecurity program can help them achieve.
- Provided additional insights on all in-scope managed devices and technologies – including firewalls, SIEM, and EDR – to help maximize the value of every cybersecurity investment dollar.

ABOUT ISA CYBERSECURITY

ISA Cybersecurity is Canada's leading cybersecurity-focused company, with nearly **three decades of experience** delivering cybersecurity services and people you can trust. We bring in real-world implementations of technology that are essential for client success and maximize the return on your cybersecurity investment. Learn more about our Managed Security Services and contact us today.

✓ **PROUDLY CANADIAN**

✓ **SERVICES & PEOPLE YOU CAN TRUST**

✓ **RECOGNIZED BY IDC MAJOR PLAYER**

✓ **24/7 BY 365 SOC 2 TYPE 2**

GET IN TOUCH

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