

ITCube Mitigates Remote Access Risks with ColorTokens, Enhances Customer Trust

Industry

IT & IT Enabled Services

Location

Pune, India and Cincinnati, USA

Key Challenges

- ❖ Inadequate security and visibility into remote employee machines with existing anti-virus software
- ❖ Security risks that stemmed from the usage of personally owned infected or compromised devices
- ❖ Inability to apply OS patches and update anti-virus software on user machines outside the company networks
- ❖ Alert fatigue from various security tools using traditional methods



"We chose to work with ColorTokens because of its commitment to simplifying our security operations and its minimally invasive, cloud-delivered approach to our infrastructure and team. Implementation was seamless from start to finish: we deployed ColorTokens' lightweight agents on our 700 systems, and got up and running with minimal configuration and no disruption or redesign. This was of critical importance to us, as it allowed us to continue our customer service business without skipping a beat."

— Uday Inamdar, CEO

Founded in 2003, ITCube is one of the world's premier information technology service provider, trusted by numerous customers and partners worldwide.

ITCube's services include UX design, consulting, software testing, BI, mobile app development, and SharePoint development. The company has also engineered a variety of products, including ITConnect, Legal Case Tracker, and iCase360. ITCube's BPM division offers services in Smart Back Office, Document/Record Management and Customer Support.

For ITCube, customer satisfaction is the ultimate measure of success, and their impeccable customer satisfaction and retention rate speaks volumes about their client-centric approach.

ITCube had deployed anti-virus software for endpoint security and firewalls for perimeter security in their datacenter situated at their head office in Pune, India.

The Challenge

As ITCube prepared to shift to remote work due to COVID-19, most of their customers were concerned about data security.

A few of the company's employees used personal devices to connect to internal and corporate networks to access applications to ensure business continuity and timely customer deliveries. This not only increased the attack surface but also made networks vulnerable to cyberattacks if the devices were infected or compromised. ITCube soon realized that their existing anti-virus security was not capable of fighting advanced malware and ransomware attacks.

With its legacy security products, ITCube struggled to gain complete visibility across networks, workloads, endpoints. Additionally, the infosec team suffered from alert fatigue since it was forced to spend time collating alerts from various security tools.

ITCube serves customers from the healthcare, construction, and legal industries. As such, the company is responsible for a large amount of sensitive data, such as patient records, client information, legal documents, and construction agreements. That is another reason why it is so important for ITCube to stay ahead of the attack vector and safeguard company and customer data from advanced zero-day attacks.

The Solution

ITCube implemented ColorTokens Xprotect to proactively protect their endpoints including user machines and servers from breaches, malware, ransomware, and zero-day attacks via a novel, cloud-delivered approach. ITCube leveraged Xprotect's whitelisting capability and configurable security rules to allow only company-sanctioned applications to run while employees worked from home.

Solution

ITCube deployed ColorTokens Xprotect and Xshield to make remote work safe and effective.

Business Benefits

- ❖ Remote working was made easy with no disruption to business during installation
- ❖ Protected 700+ endpoints with quick implementation providing assurance to ITCube clients
- ❖ ISO and compliance Auditors appreciated ITCube's proactiveness towards cybersecurity with ColorTokens deployment

ColorTokens Solution Stack

- ❖ ColorTokens Xshield for Workload Visibility and Security
- ❖ ColorTokens Xprotect for Endpoint Protection



"ColorTokens delivered a robust micro-segmentation solution that allowed us to isolate our customers' business-critical data within secure zones, and apply appropriate policies to restrict unauthorized access. Deploying ColorTokens Xshield reduced our attack surface by 53%; combined with granular policies, this helped us give our customers peace of mind that their most sensitive data was protected from cybercriminals."

— Uday Inamdar, CEO

ColorTokens Xshield helped ITCube isolate business-critical data, including critical assets and applications, servers, and sensitive customer data based on both native and custom groupings. Xshield provides complete visibility into ITCube's network traffic, applications, workloads, and endpoints.

Results and Benefits

With ColorTokens, ITCube gives customers peace of mind that their sensitive data is safe and secure. Implementation was easy – there was zero impact on running processes, and no need for a reboot or update; this helped employees work toward customer deliverables effectively.

ColorTokens' cloud-delivered, signature-less agents proved superior compared to anti-virus software that requires machines to be within the office/corporate network for any updates.

ITCube quickly realized value from ColorTokens' solutions, gaining continuous protection through lightweight and self-contained agents that were centrally deployed and managed across 700-plus computing machines with minimal configuration efforts. ITCube implemented a very thorough governance and security framework to establish this Zero Trust model of security and a principle of least privilege.

With ColorTokens' robust reports and dashboards, ITCube's infosec team has gained complete visibility into network traffic, applications, and endpoints. Plus, the infosec team is now able to spend time fixing security gaps rather than collating and analyzing security alerts from various tools.

Summary

With ColorTokens, ITCube has secured remote employees' machines, strengthened customer trust, and implemented proactive cybersecurity to protect company, employee, and customer data. This enhanced security puts ITCube ahead of the attack curve and competition and is another example of ITCube's commitment to customer satisfaction.