



Cybersecurity case studies

The following case studies illustrate how we have been working with enterprises across the region to secure their digitalisation efforts through our comprehensive cybersecurity solutions.

Taking a “big picture” approach to securing a crypto exchange

Fintech
Cryptocurrency startup

The challenge

As the startup’s web traffic grew, attracting more than 12 million users each month, malicious traffic also increased, sapping network resources and disrupting legitimate traffic. One malicious actor managed to briefly cut off site access, affecting the startup’s customers.

Any disruption will cause the startup to lose significant revenue. And because its website is the face of the organisation, a breach also deeply threatens consumer trust. At the same time, the regulators overseeing the company were demanding better risk management.

Like most fledgling firms, the startup had limited resources and no dedicated information security officer.

However, with these constant threats and regulatory pressure looming, it had to respond. It reached out to third-party managed security service providers who could help the company to respond nimbly to threats.

Amongst these, Trustwave, a Singtel company, stood out with its comprehensive end-to-end protection capabilities and its ability to tailor solutions to the growing startup.

Solution

Recognising the fact that attacks will grow as the company rapidly scales, Trustwave suggested installing a web application firewall to block malicious activity before it could reach the server.

Trustwave’s Incident Response team, meanwhile, can be deployed instantly to help the company manage any security breaches, determine the extent and restore business operations.

Results

Over a period of four months, the startup received more than 16 million counts of malicious traffic – half of its overall network traffic. Trustwave’s managed security services blocked every single attack, said the firm’s CEO.

Company

Cryptocurrency startup

Industry

Financial technology

Business Challenges

- Growth in malicious traffic
- Downtime due to cyber attacks
- Potential loss in customer trust due to cyber breaches

Singtel Solution

- Trustwave Managed Security Services

Business Value

- Big picture approach to security
- Access to leading security capabilities without having to build a dedicated security team
- Blocked all malicious traffic (more than 16 million counts over four months)



To build an inhouse team with that level of protection would require at least \$200,000 in additional salaries. And it takes time to set up a team. With the Trustwave solution, we can release both our CTO and CIO to focus on developing our business in other areas without worrying about security.

CEO, cryptocurrency startup

Inculcating best practices for cyber crisis management in healthcare

Healthcare
A newly-established
Hong Kong hospital

The challenge

For a hospital that conducts R&D, a cyberattack could mean stolen research data of significant commercial value. It could also mean stolen patient data. Attackers could even disable hospital systems and cut off access to databases, halting operations and jeopardising patient welfare.

At the same time, compromised systems must be restored. But simply re-engaging the systems would not resolve the threat until the source of attack is pinpointed and eradicated.

To address these risks, the hospital engaged Trustwave, a Singtel company, to help the management team understand the cybersecurity landscape, identify the tools at their disposal, and pinpoint ways to move forward.

Solution

Trustwave designed a custom tabletop drill involving a fictional breach of the hospital's digital systems. As events escalated, the hospital's management team put their heads together to consider ramifications at each stage of the attack, supplemented by learnings from recent case studies on similar breaches.

Results

Working through the drill, the management team concluded that proactive defence against cyberattacks involves, first and foremost, inculcating a company-wide security-conscious culture.

The exercise also highlighted the importance of incident response and escalation procedures in the event of a cyberattack, including formal processes for verifying threats, identifying the quantum of damage, and limiting the risk of lateral cyberattacks.

The management team also explored the implications for the hospital's key stakeholders. Individual departments such as IT, Operations, Finance, HR and Corporate Communications had important considerations to contribute.

By bringing the hospital's management team together, Trustwave demonstrated how proactive cyber crisis management requires the involvement of all hospital departments – not just IT.

The exercise gave the senior executives a clearer understanding of the elements of a robust cyber crisis response and management plan, enabling the hospital to further improve its standard of care.

Company

A newly-established Hong Kong hospital

Industry

Healthcare

Business Challenges

- Cybersecurity gaps
- Potential loss of research and patient data
- Potential disruption in operations in the event of a cyberattack

Singtel Solution

- Trustwave Managed Security Services

Business Value

- Formulated strategies for proactive risk management
- Heightened awareness of incident response and escalation procedures
- Underscored the importance of stakeholder participation and involvement

About Trustwave, a Singtel company

Trustwave is a leading cybersecurity and managed security services provider focused on threat detection and response. Offering a comprehensive portfolio of managed security services, consulting and professional services, and data protection technology, Trustwave helps businesses embrace digital transformation securely. Trustwave is a Singtel company and the global security arm of Singtel, Optus and NCS, with customers in 96 countries.

Asia Communications Awards 2020

Cyber Security Award

Acquisition International Cybersecurity Awards 2020

Best Cyber Security Managed Service Provider, Asia Pacific

The Cybersecurity Awards 2020 by

Association of Information Security Professionals (AISP)

MNC (Vendor)

IDC MarketScape: Asia/Pacific Managed Security Services Vendor Assessment

Trustwave Named a Leader (2018, 2020)

SC Awards 2020

Best Managed Security Service (Trustwave Managed Security Service)

Frost & Sullivan APAC Best Practices Awards 2020

Southeast Asia Managed Security Service Provider of the Year (2018-2020)

Singapore Managed Security Service Provider of the Year (2018-2020)

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