



A Assess *Case Study*

The aftermath of a merger: How do I regain control of my IT?

15 months after a sizable merger, Z&Z Insurance Brokerage*, with 200 employees spread over 5 offices, faced regular critical system outages and malware attacks that threatened business operations, reputation, employee morale and required significant costs outside of budget.

Senior management brought in Kalki to review their technology platforms from top to bottom, evaluate ongoing vulnerabilities and recommend ways to dramatically improve system reliability. With a slim IT staff and reliance on vendors, Z&Z* brought in Kalki to provide agile leadership and conduct a strategic assessment in order to transform the technology culture from reactive to pro-active.

Challenges

Issues

- Combining separate environments from merger
- Technology slowdowns
Network Interruptions and access issues
- Inconsistent patch management
- Small IT Department

Impact

- Lost Productivity
- Network downtime
- Lost revenues
- Threatened brand image and reputation

Solution

Kalki worked with the CFO and Director of Operations to understand the background and designed an assessment program that met business objectives without interfering with day-to-day operations.

Kalki then performed a comprehensive assessment of the client's network, devices, and applications for security vulnerabilities measured against globally recognized best practices. This included both technical assessments and personnel security tests that simulated attacks from both inside and outside the organization

Key Facts

Challenge

- Industry: Insurance
- Regulations: Financial Services & HIPAA
- Costly technology outages
- Inconsistent IT management and processes

Solution

- Technology Assessment
- Personnel Security Awareness Test
- Phishing and Malware Campaigns
- Strategic Assessment
- Roadmap Development

Results

- Approximately 80 external vulnerabilities identified
- Approximately 24,000 internal vulnerabilities identified
- Personnel Security Awareness Test revealed need for immediate user education

Services

Kalki's provided the following services to Z&Z Insurance Brokerage*:

- Network penetration testing of IP addresses
- Technical vulnerability assessment of network connection equipment
- Web application testing
- Network performance analysis
- Traditional phishing campaign
- Malware and targeted attack test campaign
- Endpoint security configuration assessment
- Strategic analysis of risks and deficiencies
- Risk ranking and prioritization of identified deficiencies
- Identification of regulatory requirements

Results

Kalki's testing unveiled existing vulnerabilities:

- Under utilization of existing technologies
- Lack of change management processes
- Heavy reliance on 3rd party vendors with limited oversight
- Unstable network connectivity
- Overuse of administrative privileges
- Severely limited monitoring activities
- No perimeter security or intrusion detection
- No patch management
- Approx. 80 vulnerabilities found on external IP addresses

“Their report, just back to us was candid and comprehensive in its criticism of the way we have managed technology for the past 18 months. It was sobering for sure but energizing at the same time because once and for all we have a comprehensive evaluation of where we are, where the vulnerabilities are and the basis for creating a roadmap out of this situation.

*- President and CEO of Z&Z Insurance Brokerage**

The Road Ahead

Kalki ARMed Z&Z Insurance Brokerage* with knowledge about their current situation. They provided the client with a detailed report of all deficiencies as well as an executive summary that identified trends for presentation to board level representatives with each identified vulnerability ranked and prioritized.

Kalki provided a step-by-step roadmap designed to help them implement a reliable and consistent SecurITy solution to empower Z&Z* to perform at its best.



“The technical data created the realization that changes needed to be made immediately and provided management with the ammunition they needed to approach the board about those changes.

- Kalki Technical Lead

About Kalki

Kalki was founded specifically to serve the needs of the 'underserved', by offering effective, affordable, expert security-focused IT advice to small-to-medium sized businesses (SMBs) who want to protect their futures. Our SecurITy Services help **A.R.M.** our customers with the right tools, processes and skills to ensure that their future is protected.

Assess

Regain control of your technology

Respond

Maintain control and proactively manage risk

Monitor

Focus on what you do best

*Disclaimer: Client names withheld to ensure confidentiality