

Transparent Security Status with McAfee Enterprise Security Manager



cut-e GmbH

Customer profile

International market leader with 250 employees, leading in creating and implementing online tests and questionnaires for recruiting and developing employees

Sector

HR services

Challenge

- Insufficient insight into the world of IT infrastructures
- Customer concerns with regard to data safety
- Time-consuming nature of manual evaluation of logs with insufficient evidence

McAfee Solution

- McAfee Enterprise Security Manager (ESM)

Results

- Thorough insight into the systems and network
- Evaluation of log data for error analysis
- Time savings due to automated reporting process

cut-e GmbH, a company based in Hamburg, is a global leader in the development and implementation of innovative online tests and questionnaires for recruiting, selecting, and developing employees. It helps companies to find employees with the right skills and personality for each post. To ensure applicants' data is secure and not accessible to third parties at any time, cut-e now uses McAfee Enterprise Security Manager by Intel Security.

With more than four million online assessments in 70 countries and 40 languages, cut-e GmbH is an international market leader in its field. It helps companies to identify applicants with the skills and cultural fit that will contribute to corporate success. In this process, a wide selection of online questionnaires and test procedures are used. Depending on the requirements, these can perform a targeted evaluation of the applicant's logical thinking, language abilities, mathematical skills, or behavior under stress.

Provided there is an Internet connection and a minimum number of participants, these tests can be conducted anywhere in the world and used as a first step to sift out, say, the top 300 candidates from a pile of 3,000 applications. Attention can then be focused more closely on these top applicants. Further tests can then be conducted to narrow the number down even further to a manageable level for initial personal interviews.

All tests are developed in-house by cut-e. The servers which evaluate the results of the assessments are also located in Hamburg, with the professional host MCS Moorbek Computer Systeme GmbH, and are configured, updated, and serviced by cut-e administrators. Protecting the personal details of applicants, which can be highly confidential, is a top priority for cut-e.

Wanted: SIEM Solution for Better Transparency

For the beginning of 2015, cut-e sought certification in accordance with ISO 27001 standards. These standards govern the manufacture, introduction, operation, monitoring, servicing, and improvement of IT security management systems. In the process, the company also took the opportunity to carry out a thorough review of its own security precautions. The aim was to increase transparency, not only for the customer but also for the company's own internal IT team.

Before receiving certification, logs were only ever evaluated manually. This meant that had the worst situation come true, the IT team would have been unable to prove that the data was completely secure at a given time. Nor was it possible to ascertain how many server connections were established at any given point in time. When applicants asked who had access to their data, it was not always possible to provide a satisfactory answer. The IT team at cut-e were unable to say with absolute certainty whether a server had been attacked and whether—or rather, how—such an attack could have been detected sooner. In the search for a suitable solution, it soon became clear that only a SIEM solution could provide the necessary transparency and security.

“Protecting applicant data is exceptionally important to us,” reports Tobias Castillo, IT consultant and IT security manager at cut-e. “So we needed to know exactly what was going on with regard to security—and we needed the information as fast as possible. With the SIEM solution, we wanted to set in place a system that ensured we receive this information. If there are any weak links in our infrastructure or our servers, we need to know about them. Otherwise the data stored on the servers isn't protected sufficiently.”

“We’re very satisfied with our McAfee SIEM solution. The Intel Security support and the system itself both work flawlessly.”

— Tobias Castillo, IT consultant and IT security manager, cut-e GmbH

Found: Genuine Intelligence for IT Security

The cut-e IT team searched for a SIEM solution that was easy to use, but which above all made it possible to optimize and monitor the systems. The primary focus, however, was on data protection. A solution was needed that could distinguish between those who were authorized to access applicant data and reports, and those who were not. The employees responsible also had to be able to determine the length of time for which individual details were archived.

Ultimately—and partly due to recommendations from other users of McAfee Enterprise Security Manager and its partners MCS—cut-e opted for Intel Security. The excellent support in the event of technical problems or product questions was also impressive. Implementing this solution has already paid off; the information which the IT team is able to glean from ESM furnishes a more comprehensive overview of what is happening in the systems at any given time. Server activity can also be controlled more efficiently.

And last but not least, log files no longer need to be evaluated manually, which means that IT staff is able to concentrate on other, more urgent tasks. Security management now only takes around 15 minutes per day—mainly for generating automated reports for monitoring access and resource movements within the cut-e server farm and the network.

Thanks to the improved overview, the IT team can act more confidently, present facts, and respond quickly and satisfactorily to customer queries on security. As the current security status can be proven at any given moment thanks to the McAfee Enterprise Security Manager, the team has a clear conscience in assuring applicants of the security of their data—a cutting-edge advantage.

In Conclusion: Satisfaction with Support and Security

“We’re very satisfied with our SIEM solution,” concludes Tobias Castillo. “The Intel Security support and the system itself both work flawlessly. We’re delighted that we can now prove to our customers that all applicant data is treated with the greatest possible caution.”



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