Increasing visibility and control of remote endpoints at scale

This Financial Services company is one of the largest privately-owned lenders in North America, helping put families and individuals on the road to homeownership. Over 17 years, this Financial Services company has grown to employ over 5,000 people, establish hundreds of locations across the region, and maintain a servicing portfolio of over hundreds of thousands of loans for a total over $50 billion.

How can a leading financial services firm secure remote working at scale?

"Covid changed everything. Suddenly we had to switch from a centralized model to one where our employees could be anywhere in the world and the network perimeter was impossible to control." These are the words of the Cybersecurity Services Manager at the Financial Services company. The pandemic made remote working at scale fundamental to this company's survival, but it also introduced new security threats.

The Cybersecurity Services Manager explains: "When we moved to the remote workforce model, we had no controls on our endpoints beyond basic endpoint detection and response. Putting a solution in place became our number one security priority. We needed a much better understanding of what was happening on our employees' machines so we could identify potential threats and resolve them."

The company's biggest concern was that employees' corporate devices were connecting to the network via home broadband connections shared by untold other devices such as smart TVs, printers, and smart speakers, any one of which represents a potential way in for hackers, or which could interfere with the digital experience.

"When looking for a solution to this challenge, we were clear that integration would be a key consideration," they add. "We have a robust stack comprising brand-new best-of-breed solutions, but that comes with significant admin overheads. Any new solution must therefore help us consolidate our security functions to bring our expenditure down."

Profile

Industry
Financial Services & Insurance

Region
North America

Employees
5K

Revenue
$1-5 Billion

Challenges
- Increase visibility and control of endpoints for a remote workforce
- Increase security consolidation to drive down admin costs

Solutions
- Netskope CASB provides visibility and control of all cloud applications
- The CASB also enabled data loss prevention
- Advanced Analytics deliver insights for better decision making
- Netskope SWG protects cloud services, applications, websites, and data

Benefits
- Ability to make risk-based decisions on cloud applications management and investments
- Insights for contracting with cloud vendors to improve security posture
- Platform for future security consolidation

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> –Cybersecurity Services Manager, FInancial Services Company

netskope

Security that's ready for anything

Leveraging CASB visibility to secure cloud working

This Cybersecurity Services Manager joined this Financial Services Company just as it was coming to grips with its visibility challenge. The company had refreshed its entire IT infrastructure, and the services manager was given a clean slate to work with. "I had used Netskope tools in previous roles, so it was a natural fit to use them here. Because I was familiar with the Netskope systems, I was able to integrate them with our stack really quickly and get them straight to work."

Today, the Financial Services Company uses two elements of the Netskope Security Service Edge (SSE): cloud access security broker (CASB), to quickly identify and manage the use of cloud applications and enable data loss prevention (DLP); and secure web gateway (SWG) to protect cloud services, applications, websites, and data across endpoints. In addition, the company uses Advanced Analytics from Netskope to achieve a complete view of its cloud risk posture.

"We see Netskope as a platform," says the Services Manager. "We could quickly get the tools needed to meet our initial challenge, but now we can also add new functionality and solutions as Netskope brings them online. What's more, working with Netskope we're in a great position to help shape its product roadmap."

With Netskope at the heart of its cloud security, the Cybersecurity Services Manager and their team are now able to leverage rich sources of data to help with decision making. It's an approach that's driving significant benefits for the company.

> "We went from seeing nothing, to seeing everything, and the results were unreal. We discovered thousands of apps in use that we had no idea about—the shadow IT sprawl was astonishing."
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> –Cybersecurity Services Manager, Financial Services Company

Complete visibility and control in the cloud

Thanks to the Netskope CASB and Advanced Analytics, this FInancial Services Company now has complete visibility of the applications its employees use. "We went from seeing nothing, to seeing everything," says the Cybersecurity Services Manager, "and the results were unreal. We discovered thousands of apps in use that we had no idea about—the shadow IT sprawl was astonishing."

This unprecedented visibility enables the Cybersecurity Services Manager and their team to make better informed technology decisions. They provided an example: "We have over 4,000 people using Office 365 as our official collaboration platform. But through the Netskope CASB, we discovered that nearly all of them also regularly use Google Workspace. We now know that when we look to trim some fat off our cloud estate, we must ensure Workspace remains in place or risk harming productivity."

With Netskope, this Financial Services Company can make risk-based decisions on its cloud investments. The Cybersecurity Services Manager comments: "Netskope provides us with data on how our users behave, which we can then use in contracts to specify the expected security policies of potential vendors. We know where our security weaknesses are, and that means we can select companies best placed to mitigate these weaknesses."

Finally, the platform approach enabled by Netskope means that the lender is closer to its goal of security integration. "The ultimate aim is to move to a Secure Access Service Edge where everything is consolidated on one platform. Netskope would be the perfect partner for this journey, and we look forward to working with them as their product set evolves."