



CSA Group Case Study

CSA Group is one of the largest standards development organizations in North America, conducting research and developing standards for a broad range of technologies and functional areas. CSA Group is also a global provider of testing, inspection and certification services for products in many market sectors, and a leader in safety and environmental certification for Canada and the U.S.

ONLY A SAFE CLOUD CAN FUEL DIGITAL TRANSFORMATION

For nearly 100 years CSA Group has been committed to public safety and providing exceptional customer service. As one of the largest standards development organizations in North America, CSA Group realized that providing an amazing customer experience is vital to their success. CSA embraced digital transformation to rethink how its customers find and consume the standards content they rely on.

“My organization is embracing digital transformation to enable us to better innovate and thrive. The adoption of cloud and mobile is one of the core tenets of our digital transformation journey. From a security standpoint, we realized that the blind spots and associated risks introduced with the adoption of cloud and mobile forced us to also transform how we did security. Netskope is central to our security transformation strategy” says Satyam Patel, Chief Information Security Officer at CSA Group.

CSA's IT security team keeps pace with digital transformation by extending comprehensive security across their organization. They brought in Netskope to secure the data in their cloud environment accessed by their 2,000 team members and more than 35,000 clients they serve around the globe.

HANDLING SHADOW CLOUD SERVICES

“The scale of our Shadow IT problem became apparent when our IT team was asked to support devices and cloud applications they had no knowledge of. With Netskope we were able to regain control and mitigate Shadow IT risks to corporate security and compliance without outright blocking apps and disrupting the business. Netskope gave us a snapshot of our overall cloud usage and we could use the data to reign in shadow IT” says Patel. CSA Group discovered 1800 applications in use and that



PROFILE

INDUSTRY

Not-for-profit service

REGION

Canada

CHALLENGES

- Needed a complete, in-depth view of data flow across cloud environment
- Prevent sensitive data leakage from cloud services
- Uncover ShadowIT cloud services
- Demonstrate compliance with GDPR

BENEFITS

- Enforce compliance with industry regulations like GDPR and detect when cloud service usage is at risk of falling out of compliance
- Accelerated adoption of Box, Salesforce, Microsoft One Drive and more cloud services while enforcing security and compliance policies
- Detect and prevent zero day threats

SOLUTIONS

- Netskope ONECloud
- Netskope Risk Insights
- Netskope for Salesforce
- Netskope for Jive
- Netskope for Microsoft Office 365, OneDrive and Sharepoint
- Netskope Threat Protection

“Since we have deployed Netskope, we have reduced our risk of data exfiltration, malware, and data loss across all of our cloud services.”

Satyam Patel | Chief Information Security Officer at CSA Group



less than 5% of these cloud services were sanctioned by IT. The amount of data that was uploaded into these high-risk services was alarming. With Netskope, CSA Group was able to implement the approach of balancing between permitting certain low-risk cloud services, adding constraints and controls to unsanctioned applications, coaching users to sanctioned cloud services, and blocking the highest-risk services.

DATA VISIBILITY, CONTROL, AND LOSS PREVENTION

Maintaining security and protecting intellectual property is more important than ever. CSA Group is an information goldmine, storing and maintaining a great deal of data. This data includes certification files, confidential standards documents, records and more. They also maintain employee and customer data that can be very attractive to attackers. A breach can have a tremendous impact not only on CSA Group, but also customers.

CSA faced a number of data security challenges when they deployed Salesforce, Microsoft Office 365, One Drive, and other cloud services. While these applications were great for productivity and collaboration, they exposed the organization to new vulnerabilities. It created potential data loss situations where sensitive PCI and PII information could be easily shared with individuals outside of the corporate domain. Using Netskope, they implemented security policies and procedures that secure this data. They can discover content as it's being uploaded to Salesforce, Microsoft OneDrive, Sharepoint and other cloud services and take action if needed to stop risky activities. Salesforce is one of their most critical SaaS services holding critical customer and revenue information. "With Netskope we are able to detect sensitive data in Salesforce and prevent the exfiltration of this data to an unsanctioned app in the Salesforce App Exchange.

Netskope gives us a deep understanding of our Salesforce usage across the company so we can apply targeted security and access control policies."

The team has policies in place to block data movement and activity to unsanctioned applications. In addition, compliance requirements including GDPR mandate they must have systems in place to monitor for sensitive data. With Netskope, they ensure data is not being stored or shared in a way that violates any of their compliance policies.

SECURING ALL WAYS USERS ACCESS CLOUD AND DETECTING ZERO DAY THREATS

Satyam's team wanted to make employees productive from any device, anywhere in the world while limiting high-risk activity based on the context of the access e.g. user, department, location, device, action. Netskope allows them to control or limit access to cloud services to only managed devices by deploying an agent to the endpoints. Using Netskope, they were able to not only enforce allow/block access to a cloud service, but also apply adaptive access controls. They set conditional cloud access control policies based on user and location. With Netskope, CSA Group also enforces policies to inspect their sanctioned cloud services for malware and other threats or risky behaviors.

WHAT'S NEXT

New regulations are introduced all the time, for example GDPR in Europe, and the NYDFS Cybersecurity Regulations in New York State. DLP policies can help comply with these new regulations as they come out. "Netskope has been a very effective solution for detecting and preventing data loss caused by both external attackers and insiders. We will continue to use Netskope to set granular access control policies and enable consistent cloud security management, visibility, and reporting through a centralized console."



Netskope is the leader in cloud security. We help the world's largest organizations take advantage of cloud and web without sacrificing security. Our patented Cloud XD technology targets and controls activities across any cloud service or website and customers get 360-degree data and threat protection that works everywhere. We call this smart cloud security. Visit www.netskope.com to learn more.