INDUSTRY

Security

CHALLENGE

A security consulting company seeks to address the issues caused by ISPs hindering their access to customer data.

SOLUTION

Iron Mountain Data Centers

VALUE

> Access through unique Iron Mountain ISPs that provides consistent access to customer data

> Ability to more effectively and efficiently serve their customers, no time lost to applying for special access and confidence that the results of their initial testing efforts are accurate'

> More opportunity for innovative thinking and experimentation

CASE STUDY

HARD KNOCKS IN ETHICAL HACKING

Hackers are sneaky. They like backdoors left open, unchecked glitches in systems and lapses in security checks. All of these things make it easy for them to slip into enterprise networks like cat burglars. Once they're in – your data becomes their data.

How do you fight against an unpredictable threat geared to attack vulnerabilities you don't even know you have? You find an expert. An expert who will test your network to find out where it's weak so you can make it stronger.

You find an expert like TBG Security.

TBG is a security consulting company that assesses security ecosystems and evaluates potential threats to their stakeholders and their customers. They have been helping companies navigate the complexities of sophisticated security landscapes for 14 years. TBG finds those backdoors, the glitches and the cut corners that lead to data breaches and advise organizations on how to remediate them.

A crucial part of this process involves access. They have to be able to get into their clients' systems in order to fulfill their roles as Ethical Hackers. In order to run a full cybersecurity assessment of any kind, TBG needs access to their customers' systems and data.

Initially TBG used an onsite data center and a local Internet Service Provider (ISP). But, there were major connectivity issues: the ISP arbitrarily blocked and throttled network connectivity, hindering TBG's assessments of customer networks and applications. In an effort to address their access dilemma they switched to another web provider. While they could attain the level of access they needed with the new provider, TBG had to fill out compliance forms for every client and then wait up to two weeks to get access. Even then, access was not consistent. The onerous process was preventing them from delivering the level of service to their clients they were accustomed to providing.

" AT IRON MOUNTAIN IT'S A VERY DIFFERENT EXPERIENCE...THE SUPPORT FROM YOUR STAFF IS JUST ABOVE AND BEYOND AND REALLY SETS IRON MOUNTAIN APART FROM OUR EXPERIENCES ELSEWHERE. WE FEEL LIKE THEY ARE WITH US AND FOR US, AND THERE TO HELP US OUT WHENEVER WE NEED IT, AND THAT'S REALLY AWESOME. "

TBG SECURITY TEAM

FREE REIGN FOR THE WIN

They decided to start looking for a better option, one that would provide them with the level of open, consistent access they needed to function as security consultants. Frank Murphy, CEO of TBG Security, said, "It just became an arduous business process to us...we were looking for somebody that would just give us free rein out to the internet, which Iron Mountain provided." Iron Mountain's unique ISPs would allow them to establish the direct access they needed.

The decision to go with Iron Mountain was an easy one. Frank Murphy and TBG caught wind of a new Iron Mountain data center being constructed close to their office location while TBG was working on a project for Iron Mountain. Due to of a series of mergers, Iron Mountain needed expert help and reached out to TBG for assistance in restructuring their active directory accounts. TBG was able to address the mix of account logins and access levels that is often the byproduct of mergers. They ensured that the appropriate people had access to the correct assets and information and that Iron Mountain was compliant with regulatory demands.

Because of this existing relationship between TBG and Iron Mountain, CSO Denis Calderone and Frank Murphy made the decision to set up shop in Iron Mountain's new data center. Frank Murphy said of the final decision, "we looked at different solutions, we looked at other providers in the area, and landed on Iron Mountain as the best fit for TBG Security."

Iron Mountain and TBG collaborated to engineer and build out the new infrastructure. The TBG security team found the experience of working with other data centers difficult when it came to accessing their equipment and receiving support. With Iron Mountain, they were able to get in quickly and receive the support they needed. When they needed it.

THE LAND OF ACCESS AND INNOVATION

The team at TBG has been nothing but pleased with the choice to go with Iron Mountain. The service level has remained consistent in spite of the data center growing to include over 100 other customers. Frank Murphy said, "from a technical perspective, a lot of times when you starting bringing more and more customers in, we run into issues, and we haven't run into any of those issues yet, and that's been a very positive thing for us."

TBG's goal in changing to Iron Mountain was to address their connectivity issues. Since TBG often mimics real attackers to expose weaknesses, their network traffic can look suspicious. With previous providers, even with prior approval for this type of behavior, they would sometimes be blocked from their clients' systems, delaying testing and driving up costs.

Moving to an Iron Mountain data center provided TBG Security with the consistent, direct access they needed to serve their customers at the highest possible level. That was the primary goal, but eliminating all the troubleshooting and retesting associated with perpetual connectivity issues cleared the way for something unexpected.

CSO Denis Calderone summed it up best: "I feel like because we now use an actual data center, with our own gear, it feels like we're more connected from the engineering side. Now our environment is something that's a little bit more physical, something that we can touch, I think that has spurred innovation for our team. That's a definite plus, and it's something we weren't really looking for — it just came naturally from working with you folks."

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