Symantec + BLUE COAT®

Defining the Future of Cyber Security

Case Study

Globe Telecom

Major Philippines Telco Globe Telecom Gains Enterprise Visibility with Blue Coat's Elastica Cloud Access Security Solution as it Moved 20K-Strong Workforce to the Cloud

Blue Coat was the only Cloud Access Security Broker (CASB) to give Globe Telecom the necessary visibility and control over user activity in the cloud by leveraging sophisticated data science techniques and user behavior analysis to classify content and monitor and control user data sharing activity. The quality of the relationship, customer support and flexibility of the platform were key drivers in the win.

Organization	Globe Telecom
Industry	Telecommunications
Partner	Nexus Technologies
Challenge	Globe needs a safe cloud-adoption strategy for 20K workforce
Solution	Blue Coat Elastica Audits, Gatelets and Securlet for Google Apps
Benefits	• Gain visibility into user activity in the cloud across the enterprise • Set policies—automatically or manually—on permissions and sharing of documents and sensitive corporate assets • Provide near real time notification of required remediation steps to end-users when policy violations occur

Challenge

Globe Telecom moved its 20,000-strong workforce to the cloud but lacked visibility and control of enterprise data sharing

At the time of evaluation, Globe Telecom had already moved its workforce of 20,000 from an Exchange/Outlook environment to the Google Apps cloud platform with its suite of messaging and productivity software. But the major provider of telecommunications services in the Philippines with nearly 60 million customers wanted a safer cloud strategy covering sanctioned and unsanctioned applications and the tools necessary to gain visibility into employee cloud app use across the enterprise.

With almost 20,000 diverse users—14,000 of them third-party contractors—it was a challenge to move to the Google Apps email and collaboration platform that Globe was adopting. Through an extensive six-month sales engagement, the Elastica team and its value-added partner Nexus Technologies worked through several bidding processes including a request for quotation (RFQ) and proof of concept (POC), meeting all technical requirements. Initially, however, Globe, handed the contract to another competitor, CloudLock, before discovering it needed more flexibility and customization than a largely out-of-the-box solution could provide. Following the migration to Google Apps, Globe had some challenges and looked to Elastica to help solve them.

Answer

Engagement with Globe leads to CASB solution including Blue Coat and Elastica Audit, Gatelets and Securlet for Google apps

What Globe needed above all else was to gain true visibility across the enterprise, not just with Google Apps and the cloud but across its entire systems environment. While Google Apps enables easy collaboration, it does open up visibility issues. "With Elastica, we're much better able to make sense of what we see, it helps us secure the cloud platform better, and improves incident response and detection," said Anton Bonifacio, Globe Telecom's CISO. "Data loss prevention into the cloud is a very big issue, so being able to create these user-based behavior and analytical-based use cases with Elastica is super helpful."

In addition, Elastica proved much more personal in their approach to customer service than CloudLock. "CloudLock was a typical SaaS platform where you'd have interaction through email with sales agents and much of their solution is out of the box, although there's nothing wrong with that," Bonifacio said. "Elastica flew people in here and really got our requirements down. There was a customer relationship management aspect that was very important to us because we're a very complex environment."

Solution

Blue Coat and Elastica's superior customer relationship support and technology solutions prevail

The value that Blue Coat and Elastica provided Globe was specifically linked to user behavioral analysis and the difference it made as Globe transitioned to the cloud. With this move, Globe set a benchmark for the standard behavior in its environment, a metric difficult to accomplish with out-of-the-box solutions. "A lot of behavior triggers and the customizable aspects of Elastica were one of the prime reasons we chose them," Bonifacio said.

With Blue Coat and Elastica, Globe can now easily, for example, and in near real time flag as suspicious a user who has not shared a file or document in the last six months but who suddenly becomes active and sends 100 documents to an external email address. Elastica also enables Globe to now detect if two people have logged into the same Google account from two different geographic locations.

"The difference between not having Elastica and now having it is now the difference between night and day," Bonifacio said. "If we had issues we needed to trace before, we couldn't. Now, I define the use cases I want, define the incident and the response."

By choosing the Blue Coat and Elastica solution, Globe now has the tools to discern whether any cloud app leads to productivity gains or exposes it to unacceptable security risks. The telecom supplier can set up policies to take action on documents either automatically or manually; and, when security violations do happen, Globe can let its end users know in near real time what steps they need to take to rectify the situation.

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Anton Bonifacio | CISO – Globe Telecom