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.
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 unсанctioned 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.

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.”

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. 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.”

Anton Bonifacio | CISO – Globe Telecom