

CASE STUDY

Cybersecurity is important for all companies. But when you serve and share data with airlines, it's imperative.



Industry: Aviation

Country: United States

Business Impact

- Revenue
- Cost Optimization
- Productivity
- Operational Efficiency

A holding company Secureworks supports is the preeminent manufacturing partner provider in the Americas, operating out of four facilities in three countries. The company is a trusted partner to the biggest names in the aviation industry.

The staff's technical skills are undisputed, and the company prides itself on delivering world-class safety and quality. But when lives hang in the balance and cyber threats pose as grave a danger as mechanical failure, aviation clients need to know their partner is as committed to data security as it is to mechanical integrity.

Because the company had been formed through acquisitions, there were special challenges to overcome: unifying discrete systems under one security program; covering multiple sites across three countries; and in one case, addressing geographic risks.

With cyberattacks on the rise, company leadership understood that revenue, business opportunity, reputation, and ISO certification were all at stake. They understood it would take too long and be too expensive to build an internal team that was large enough to meet the company's security needs. So, they researched options in the marketplace and found what they were looking for in Secureworks.

“When leadership asked about the cost of remediating ransomware, I projected around \$2 million—each time—coming at a rate of 3-4 attacks per year.”

“The total cost isn't just from ransomware, but from lost business. At a previous company, we were hacked and experienced an outage that lasted six weeks. We have 75 production lines. A similar incident here could cost millions of dollars per week.”

IT Risk & Compliance Manager

Critical Business Issues

- Protect corporate and client data by bringing all operations up to the same high standard for cybersecurity.
- Maintain business continuity — protecting against breaches that would take down production lines.
- Obtain ISO certification to gain and retain valuable contracts.
- Maximize value of security spend with:
 - State-of-the-art security software and expertise, including 24/7 support.
 - Continuous threat tracking and real-time reports of potential breaches.
 - Right-size the team of internal security professionals required.

“In my position, I'm handling an average of six security 'events' daily. Of those, an average of three could be categorized as an incident—something that could result in a breach. And each breach could cost around \$50k.”

“Securing ISO certification will save us 5-10 percent each year on insurance costs alone.”

Results

Growth through acquisition always presents challenges. Bringing together disparate systems and cultures can require time and patience. But as a respected partner of the biggest names in the airline industry, time was of the essence for this manufacturing company needing to strengthen its security posture across the entire enterprise.

Bringing the company up to the highest security standards was going to be a challenge. There was the problem of each partner having its own level of IT sophistication – including one which used an almost entirely paper-based system. There was also the breadth and distribution of employees, with 10,000 employees working at multiple sites across three countries. Beyond that, unique geographical challenges existed.

With security vulnerabilities on multiple fronts, company leadership understood the risks they faced. A single cyberattack could cost the company millions in lost revenue and business opportunity – not to mention reputational “brand” damage. Without a strong security program, the company would never obtain ISO certification, limiting business opportunities to clients who don't require it, while also increasing insurance spend.

The leadership team knew they needed expert help. But with top security professionals in high demand, and in some locations nearly impossible to find and retain, quickly building an internal team was out of the question. The company looked for an external solution, and after obtaining multiple proposals, they chose Secureworks as their partner.

With Secureworks, this company quickly ramped up a muscular security program with round-the-clock threat tracking and protection. The company now has time to develop a top-notch internal team to work with Secureworks, partnering to build an overall stronger security stance than ever before. The entire 10,000-person enterprise is protected from

“Clients rely on our systems and security. With ISO certification, we stand to gain up to six percent more revenue, plus securing more contracts as a result of the ISO certification. We're part of a critical supply chain, and the shifting security environment has made it clear that as part of the supply chain, ISO certification is necessary.”

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ransomware, breaches, and cyberattacks. When asked what that protection was worth, the company's IT Risk and Compliance Manager estimated the following savings:



Ransomware Protection

\$6M per year based on a conservative assumption of three attacks per year at \$2M each.



Breach Protection

\$1.8M annually, based on three incidents a month, valued at \$150K each.



Cyberattack Protection

\$2M a week in profits, based on lost production of 75 production lines for each cyberattack.



Increased Security Level

\$300K/hour of revenue from uninterrupted business operations.



Team Size

The projected internal team of six would have to be "at least" doubled.

The IT Risk and Compliance Manager is developing a lean, six-person internal team to work with Secureworks. Because of the expert firepower of Secureworks, they'll be able to comprise a team of one to two junior people, a few mid-tier team members, an IT security administrator, and one senior professional. "I can't even imagine what the size of my department would have to be without Secureworks. At least twice as big," said the IT Risk and Compliance Manager.

Finding and keeping credentialed security professionals is notoriously difficult due to unprecedented high demand. In some locations, people with the level of expertise required simply cannot be found – so they must instead be trained on the job. By providing the protection the company needs, Secureworks gives this manager what's needed to mitigate risk today, and the time needed to build a strong internal team.

Once the company has built its team – boosting its security profile – the IT Risk and Compliance Manager estimates there will be an increase of five to six percent in revenue opportunity from new business. Moreover, the company will be able to apply for ISO certification. This will reduce its insurance premiums by five to ten percent

"We've improved from security level 1 to level 4 just by maximizing what we're getting from Secureworks. I started integrating Secureworks with other capabilities, and we now have more enriched situational awareness. Secureworks is isolating incidents, saving us about \$300K an hour and keeping those 75 production lines running."

"Breaches have a far-reaching cost impact. If systems go down, you can see it in the billing. Billing drops off but expenses just keep going. Our leadership team sees the value we are getting by keeping the business going, staying protected against things like ransomware."

"Today's threat environment can be as simple as a personal USB stick with malicious code. Our company is spread across six sites and three countries. We can't control environmental factors, so we must control what we can. That means adequately defending against cybercriminals, ransomware, and the security threats facing businesses today."

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while increasing business opportunities. Having lost one contract worth \$3-5M because they lacked ISO certification, the company knows the value that certification brings.

In Secureworks, this company has found the security partner they need to fortify the company's defenses, protecting their data and providing the world-class cybersecurity that clients expect.

Metrics

- \$6M** Saving estimated **\$6M annually** by protecting the company from ransomware attacks. (Conservative projection of three attacks/year, priced at ~\$2M/attack = \$6M/yr).
- \$1.8M** Saving estimated **\$1.8M/year** by protecting the company from breaches. (Approximately three incidents/month, with projected financial impact of \$50K each = \$150K/month x 12 = \$1.8M/yr).
- \$2M** Protecting profits of **~\$2M/week** by preventing cyberattacks that could take down 75 production lines for multiple weeks.
- \$300K** Increasing the company's security level significantly, saving approximately \$300K/hour of revenue for production lines that avoid outages.
- \$500K** Enabling a slim, six-person internal security team to protect six sites across three countries. This eliminates costly investment in recruitment, training, and retention of six additional employees **saving at least \$500k per year**.

Anticipated Future Benefits

- Could potentially increase revenue an estimated 5-6 percent by attracting more clients through greater security posture.
- Will increase likelihood of ISO certification, thereby further increasing potential new business (\$3-5M per contract based on recent experience).
- Will reduce the cost of insurance by an estimated 5-10 percent.

About Secureworks

Secureworks (NASDAQ: SCWX) is a global cybersecurity leader that protects customer progress with Secureworks Taegis, a cloud-native security analytics platform built on 20+ years of real-world threat intelligence and research, improving customers' ability to detect advanced threats, streamline and collaborate on investigations, and automate the right actions.

"In looking for a security solution, we requested multiple bids. But ultimately, Secureworks is the most suitable for what we were trying to achieve."

"There are 10,000 employees across all our operations. We know there's a relationship between the number of employees and risk, so we acted accordingly in seeking a security solution."

"Secureworks helps me extend my department beyond its actual size. This solution has doubled our effectiveness. So we are leveraging the people and services at Secureworks every day."

IT Risk & Compliance Manager



For more information, call **1-877-838-7947** to speak to a Secureworks security specialist
[secureworks.com](https://www.secureworks.com)