



Client Story

Global Packaging Firm Improves Security and Cuts Costs

Following large-scale impacts to the global supply chain, a fulfillment and packaging company needed to make several changes to better balance its IT security, scale and costs. Here's how Insight helped the client transition to more manageable cloud solutions.

The client

For going on 60 years, the client has developed innovative fulfillment and packaging solutions for global food suppliers and commercial enterprises. The company currently serves more than 100 countries, operates dozens of labs, research, and manufacturing facilities, and holds nearly 3,000 patents (including pending) worldwide.

The challenge: Balancing security, scale and cost needs at a critical juncture

The company recently experienced significant turnover within its IT and security teams — not an uncommon event in the modern business world. The new Chief Information Security Officer (CISO), an internal hire, believed that big changes were needed to improve the company's security posture.

With the CISO's leadership, the company had mapped out a five-year security strategy. Its plans unfortunately called for cuts on its security team due to impacts of COVID-19 on the global supply chain. Leadership's top question was: How do we achieve our objectives with a smaller internal team? The company was also concerned about current budget requirements for its existing Security Information and Event Management (SIEM), as well as its inability to scale that environment both in financial terms and skill sets.

In addition to meeting cost objectives, the CISO and team were looking to improve the company's network security through better visibility of its infrastructure and cloud environment. They wanted to alleviate internal resource constraints brought about by complex SIEM and management processes. Lastly, they hoped to reduce security alerts and transition to a managed services model for log monitoring and alert remediation.

Industry:

Fulfillment and packaging

The challenge:

Help new leadership implement large-scale, customized changes to network security, while reducing costs.

The solution:

A new SIEM solution and Managed Security Services

Insight provided:

- Security environment and existing SIEM assessment
- Design and detailed implementation of Microsoft Sentinel
- Cutover to Insight's Cloud Solution Provider (CSP) program
- Ongoing managed care of the new security environment

Insight services:

- Services for Microsoft Sentinel
- Insight's CSP program
- Managed Security Services (MSS)

The solution: Shifting to a new SIEM and managed services model

To start, Insight had to ensure that the company's rule customizations within its existing SIEM solution were migrated to the new solution. The client opted to implement Microsoft Sentinel™ through our Services for Microsoft Sentinel offering.

We properly assessed the client's current security environment, considering its business and cost requirements, industry standards and security best practices. This foundational work enabled us to design the client's Microsoft Sentinel environment, ensuring no extra costs were incurred for ingestion of logs (at a rate of roughly 500GB per day) and storage of unnecessary log data.

To make the solution manageable and high performance over time, we brought the client into Insight's Cloud Solution Provider (CSP) program and Managed Security Services (MSS). The CSP program gives the client the ultimate in flexibility, visibility, security and control over its Azure® cloud, with ongoing cost benefits. Our Managed Security Services help the company ensure all systems are safe and secure, leveraging a combination of Microsoft Sentinel tools and our experienced security professionals.

The benefits: A more secure and lower maintenance environment

The client has been able to reduce its log data ingested, security alerts and remediation needed by its internal team by working with Insight throughout this project and into the future. Both near- and long-term cost targets are being met, while the client benefits from a more scalable and intelligent security environment. This was all accomplished despite the generous size and scope of the client's environment and the high degree of customization required for queries, workbooks and playbooks for automation.

Benefits & outcomes:



Better scalability and cost-efficiency

Successful move off existing SIEM to Microsoft Sentinel



Seamless transition despite extensive customization and scope

Fewer security alerts and less log data ingested



Less remediation required thanks to Managed Security Services team

Improved visibility and control



Greater cloud cost savings through Insight's CSP program

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