

## CUSTOMER SUCCESS STORY

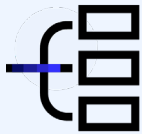
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# Intelsat



## Company Overview

As the foundational architects of satellite technology, Intelsat operates the world's most trusted satellite telecom network to connect people, businesses, and communities, no matter how difficult the challenge. Intelsat is building the future of global communications with the world's first hybrid, multi-orbit, software-defined 5G network designed for simple, seamless, and secure coverage precisely when and where customers most need it.



## Cybersecurity Environment and Challenges

The security countermeasures and policies that are used to manage the environment for flying satellites are completely different than the company's service provider backbone, and how those services are brought to market. There are three challenges: ensuring the availability and integrity of services, securing the private network used for flying satellite assets, and locking down business assets that must be protected. "Most traditional corporate companies generally people are dealing with one, maybe two of those different types of environments. At Intelsat, we have to deal with all three," said Vinit Duggal, Chief Security and Trust Officer at Intelsat.



## Working with GuidePoint Security to Enhance Intelsat's Security Program

Intelsat has been working with GuidePoint for over a decade in a variety of capacities:

- ✓ The company has relied upon a wide range of GuidePoint Security's advisory services such as assessments, penetration testing, GRC services, incident response services, and more.
- ✓ On the technology side of the house the company has leveraged GuidePoint's expertise to help them navigate a complex tools landscape to find the right solutions for them. "They know our environment really well, they've been able to sort of meld with my team, and really help us focus on the tools that are going to help us fulfill our mission."



# Examples of How Intelsat Relied Upon GuidePoint Security

## EXPERTISE TO MAKE THE SIEM THE CENTERPIECE OF THE SOC

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Intelsat had a SIEM tool for over a decade and they were not obtaining the value from it that they felt they should be receiving. “It wasn’t the centerpiece of our program, as most SIEM tools should be. So we partnered with GuidePoint to bring in staff augmentation services to help us really look at that tool and figure out, ‘Is it the right solution for Intelsat?’ Those staffing services brought in a level of expertise that we did not know we needed. And it really changed how we implemented that tool, how that tool really drove value. It has helped us enhance our security operations. Now, the fidelity of the data that we’re getting out of the system is really crisp and clear, and allows analysts to take very, very quick action on incidents. Now that SIEM tool has become the centerpiece of Intelsat’s SOC. And that has a lot to do with what GuidePoint brought to the table, and how they brought that to the table and then integrated with our team.”

## COMMUNICATING TECHNICAL INFORMATION TO THE BUSINESS

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GuidePoint Security’s advisory services have helped Intelsat’s security team extremely complex issues and really simplify the message into relatable stories for employees and the executive team. “One of GuidePoint’s specialties is helping us take the technical lingo and communicate out the relevant impact to various so people can consume them and then react the right way.”



**VINIT DUGGAL**

Chief Security &  
Trust Officer at Intelsat

“GuidePoint put a lot of effort into learning Intelsat - they got to know the people, they got to know our mission, they got to know our customers... before they even sold us anything they tried to understand what our goals were. And then they overlaid that with ‘here’s how we can help you’. That takes time. They cultivated those relationships, they garnered that trust, not just with my senior leadership team, but also with the guys that are on the ground doing the work. Everyone looks at GuidePoint as a partner, not as a vendor.”

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**“I would argue we have one of the best security programs in the satellite operator space. I think GuidePoint’s been pivotal in helping us get there. They’ve been a great partner. They’ve taken the time to understand Intelsat and our customers, and that’s helped drive value through the security program. They’ve become part of the Intelsat family.”**

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## About Us

GuidePoint Security provides trusted cybersecurity expertise, solutions and services to help organizations make better decisions that minimize risk. GuidePoint’s unmatched expertise has enabled a third of Fortune 500 companies and more than half of the U.S. government cabinet level agencies to improve their security posture and reduce risk.