

CUSTOMER SUCCESS STORY

IN

The Aviation Industry



Company Overview

This multinational aviation services company has grown to become the world's largest network of Fixed Base Operations (FBOs). Headquartered in the US and comprised of hundreds of locations worldwide including Europe, Asia, South America and Africa, it provides essential support services for business and private aviation, including refueling, hangarage, maintenance, repair and overhaul, and a variety of other world-class amenities. We spoke with James Lowry, who is the Director of Information Security.



JAMES LOWRY

Director of Information
Security

"I'm a person that believes in a lot of emotional currency. And when you can show return on investment, such as a very professionally done tabletop, that's a very good thing. As you can imagine, we only get very limited time with our Executive Leadership Team (ELT) at any given time. So when you do have that moment, you come to them very professionally, and make sure it goes really smoothly. And with that, you build the emotional currency. So when my boss or I go to the board and say, hey, we need to invest here, there's not a lot of pushback, because they trust you. You got that currency in the bank."

Cybersecurity Challenges

There were three main challenges. Maintaining security for a very dispersed organization comprised of hundreds of locations was one, coupled with the fact the company operates with an emphasis on development of very niche applications that their customers employ within their FBOs. With that development comes the need for penetration testing on these new and unique applications.

Tabletop exercises would be required to simulate real-world attacks and establish each person's role and determine the organization's overall fitness to respond. And there was an ongoing need for Managed Detection Response (MDR) to address security threats in the future as those threats evolved.

Working with GuidePoint Security

The company has worked with GuidePoint on several projects to help transform their corporate security culture and protect their broad, diverse network. The cultural transformation started from the top down with the involvement of both the technical and executive leadership teams. GuidePoint Security was instrumental in helping with an incident response tabletop exercise where team members talked through their respective roles during a theoretical emergency and their responses to different situations.

"I'm blessed with a really phenomenal team of people who really know how to walk through an incident," Lowry said. "I have some folks that have former SOC experience and some architects who've been on multiple sides of the house, whether it be network or system. So they understand what we're supposed to do for the technical side. I think the ELT gave us great support even though they may not have had an exercise that spanned multiple hours. They understood what was going on and the involvement in the exercise was crucial because they got to see what it really looks like when everything's on fire and you have to make critical decisions in those moments. And obviously [in those situations] time is everything."

The tabletop exercise led to buy-in throughout the organization, fostered in part by the Delegated Machine Credential that GuidePoint Security provided.



Examples of GuidePoint Services the Company has **Relied Upon**

The company's first engagement with GuidePoint Security was for their annual external penetration test.

Additionally, the company had two new applications that were being developed. Lowry reached out to GuidePoint Security and was assigned a project manager and a specialist that would conduct penetration tests alongside him to ensure they had the right level of account access that they needed. The specialist partnered with one of the company's senior security engineers who could help answer any questions that might come up.

"They were involved from the start," Lowry said. "I really thought it was professional that every day, they would sign in with an email saying this is what we're looking to accomplish today. And then on the backside, they would let us know that they're done for the day, because a lot of things they're doing are going to set off bells and whistles on our tool." Lowry considers that kind of communication flow paramount to success.

Next they progressed to the remediation penetration test. Once the company provided the development team with the findings, a timeline was established for closing security gaps. Then the company had the GuidePoint Security team retest to make sure that any and all problems were resolved.

Additionally, GuidePoint Security helped the company integrate MDR quickly and efficiently. "The speed and efficiency with which it's handled is important", Lowry says. "They were in touch within 24 hours." With the addition of MDR, the company is able to address ongoing cybersecurity concerns such as threat monitoring, orchestration and automation, machine-learning, alert validation, and threat hunting.

"GuidePoint Security is a trusted partner. Cybersecurity is a program not a project, so it's always evolving. And GuidePoint does a great job of staying in step with the times... The GuidePoint Security team has an answer for every question and challenge we have around cybersecurity."

- James Lowry, Director of Information Security

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.