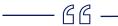


SOC Modernization for Leading Canadian Energy Provider



ISA Cybersecurity is a true business partner that has provided our company with a local team of security experts that are always available to assist us with their knowledge and experience with IBM Security solutions.

- Director of Enterprise Architecture and Cyber Security, Leading Canadian Energy Provider



Customer:

Leading Canadian Energy Provider

Organization Size: 1,000+ employees

Industry: Utility

ISA Service:

Managed Security Services

Solution: IBM QRadar



SECURITY CHALLENGE

- Identify the crown jewels, digital assets, and applications that need to be managed and monitored from a cybersecurity perspective.
- Gain understanding of ERP and SAP requirements in relation to security controls.
- Manage a wide array of IT and IoT industrial controls in a demanding SIEM environment.



KEY RESULTS

- ISA Cybersecurity now serves as an extension of the customer's IT security team, reducing cost and recruitment burdens while providing outstanding service and cybersecurity insight.
- Maximized customer's investment in IBM QRadar and other cybersecurity solutions.
- Improved cybersecurity program maturity, governance, and audit posture.
- Superior incident response and crisis management capabilities.
- Customer's confidence in ISA Cybersecurity's support freed up time and resources for further IT transformation.









BUSINESS BENEFITS

Managed Services & IBM QRadar Optimization

- Seamless IBM QRadar system upgrade to current version and patch level including expert customization of IBM QRadar's detection capabilities to reflect the customer's unique environment.
- Assisted customer with a top-to-bottom business criticality assessment, identifying essential assets, identities, and processes to be protected. Critical assets now receive focused monitoring and attention relative to the business and operational risk.
- Provide round-the-clock monitoring of IBM QRadar operational health (uptime, performance, excessive log events, etc.) to ensure high availability and optimal performance.
- Implemented secure and direct access to customer controls to enable triage and investigative processes to isolate root cause and provide specific and actionable risk-based recommendations.

Superior Incident Response & Improved Security Maturity and Governance

- Implemented and customized an extensive library of "use cases" to develop a robust incident response program, orchestrating rapid response to potential cyber-attacks, security incidents, or unplanned system events.
- Reduced impact on the customer's resources by performing control-specific analysis, triage and first response reporting.
- Developed a roadmap to illustrate what the customer's overall cybersecurity program can help them achieve.
- Provided additional insights on all in-scope managed devices and technologies including firewalls,
 SIEM, and EDR to help maximize the value of every cybersecurity investment dollar.

ABOUT ISA CYBERSECURITY

ISA Cybersecurity is Canada's leading cybersecurity-focused company, with nearly **three decades of experience** delivering cybersecurity services and people you can trust. We bring in real-world implementations of technology that are essential for client success and maximize the return on your cybersecurity investment. Learn more about our Managed Security Services and contact us today.





RECOGNIZED BY IDC MAJOR PLAYER

24/7 BY 365 SOC 2 TYPE 2

GET IN TOUCH

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