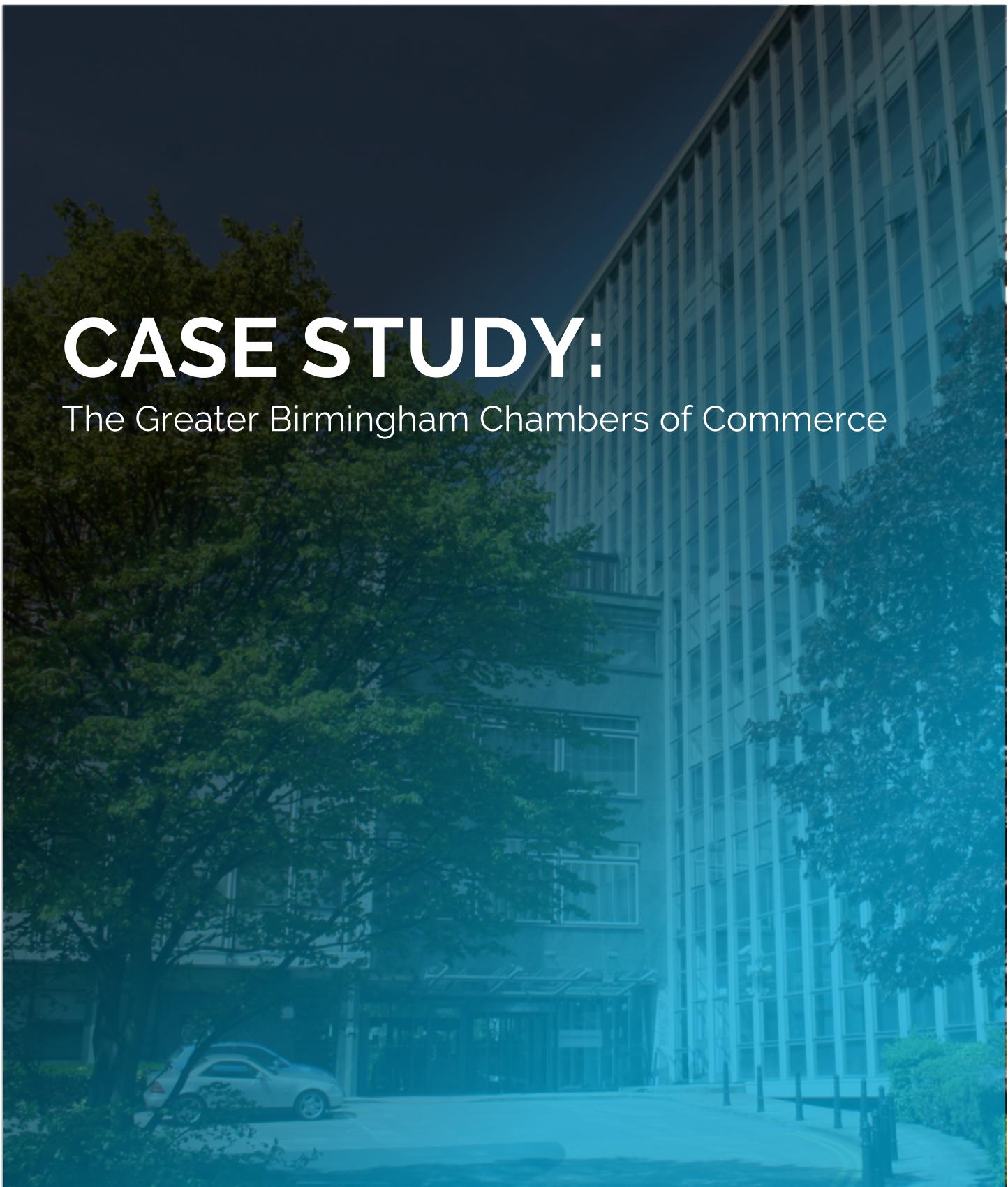


# CASE STUDY:

The Greater Birmingham Chambers of Commerce



Greater Birmingham  
Chambers  
of Commerce

CYBERSHARK™

## ABOUT GBCC

The Greater Birmingham Chambers of Commerce (GBCC) is here to connect, support and grow local businesses. Accredited by the British Chambers, we have acted as the voice of local businesses since 1813. The GBCC headquarters are located in Edgbaston, Birmingham.

As a city, Birmingham has the largest concentration of businesses outside of London – home to over 36,000 companies including almost 700 international firms, many of which are Birmingham Chamber members. Birmingham has recently welcomed a number of major investors.

HSBC will be relocating its retail bank's head office to Birmingham in 2017 bringing 1,000 jobs to the city. Deutsche Bank is recruiting an additional 1,000 people to bring its workforce in the city to over 2,000.

The West Midlands has seen a population increase of 300,000 in the last 10 years and Birmingham is now the youngest city in Europe, with under 25s accounting for nearly 40% of its population.

## SECURITY MONITORING REQUIREMENTS

During 2016 GBCC began investigating solutions for security monitoring and reporting. The investigation was focused on;

- Security monitoring solution for GBCC environment
- Gain a degree of expertise in security monitoring that could be shared with Chamber members.

GBCC's IT estate has grown significantly over recent years and like most IT systems has become a critical component of the Chamber's ability to function as a business. As Cyber attacks became more prevalent, it was increasingly more difficult to get complete visibility of potential cyber security threats.

## CASE STUDY: THE GREATER BIRMINGHAM CHAMBERS OF COMMERCE

Getting visibility of potential cyber security incidents proved to be more and more difficult. When you added in the time and cost associated with fixing issues with cyber security, then there was a significant impact on day-to-day operations and IT expenditure.

The main considerations for security monitoring were;

- Product ownership cost
- Adequate and suitable resource
- Structured remediation processes and incident recovery

## SECURITY MONITORING SOLUTIONS

In September 2016, GBCC began a pilot project with BlackStratus CYBERShark to evaluate the effectiveness of the security monitoring service. The pilot project ran for 30 days. It was adopted as an operational service to provide GBCC with real-time security monitoring, incident alerting, remediation notification and reporting.

Log data from the GBCC IT estate was collected using a lightweight collection file running on a Windows server in the GBCC data center. The logs were then compressed and encrypted before being forwarded to the CYBERShark cloud. On arrival at the CYBERShark cloud SOC, the raw logs were digitally signed and placed in storage for 12 months. These signed logs can be retrieved and used as chain of custody if required.

Meta data from the raw logs was forwarded to the CYBERShark correlation engines and analyzed to identify malicious activity and indicators of compromise. Data was also correlated against commercial Threat Intelligence feeds to assist with identifying malicious activity.

## CASE STUDY: THE GREATER BIRMINGHAM CHAMBERS OF COMMERCE

When the CYBERShark analysis engines triggered a potential incident, an alert was raised and the CYBERShark SOC analysts created a case. Following analyst investigations into all triggered alerts, any incidents deemed to be malicious were then documented in a remediation ticket and forwarded to GBCC datacenter staff. The incident ticket contained step-by-step instructions on how to remediate the incident.

### IN THEIR OWN WORDS

**SHAKIR WHAYEB, DIRECTOR OF IT AND CORPORATE SERVICES - GBCC**

"I am delighted that CYBERShark lived up to everything that I was told it could do. Early in 2016 I spent time considering how GBCC might deploy its own security monitoring but found it difficult to identify and adopt an effective and affordable solution.

The CYBERShark service has delivered on both cost and functionality. CYBERShark installed very quickly and almost immediately began to identify potential threats that we had no visibility of. We have been operational since the beginning of October and CYBERShark has identified a number of potentially harmful incidents that could have caused significant disruption.

The customer portal gives us all the supporting data that accompanies the remediation tickets. The dashboard visualisation and reporting makes the system our own and all for a monthly fee."

**Ready to learn more about CYBERShark?**

**Schedule a demo by giving us a call at 0121 227 0730 or send us an email to [sales@met.co.uk](mailto:sales@met.co.uk)**