

# Information Security

## Client Case Study

Burtel

**Burtelson**

## Opportunity

In 2015, one of the 75 largest automotive groups in the United States completed a multi-week security assessment. Several vulnerabilities were found in their IT infrastructure, and those holes were patched. After re-testing with the same penetration testing tools, the project was considered a success and was completed. Just several weeks later, a hacker found his way in and could have taken down the entire internal network, and with it all of the customer data, financial records including payroll and accounts payable and receivable, vehicle delivery information and scheduling, and other sensitive information. The Burtelson team was brought in.

## Solution

Confronted with a need to gather information from a threat assessment standpoint, the Burtelson Security team worked with this organization to locate security holes that were missed by the automated penetration testing that was performed weeks earlier. It became clear that employees were unfamiliar with methods by which hackers can bypass their firewalls and other security hardware and software using newly developed attacks coupled with technical social engineering.

By simulating spear phishing as well as other attacks, we were able to demonstrate to the client how their network and infrastructure continued to be vulnerable to cyber attacks that were not detectable using automated scanning tools. We completed a fresh analysis of the client's then-current security protocols and discovered new attacks to which they were vulnerable. We were able to utilize security awareness training to help strengthen their security weaknesses based on a customized security assessment.

## Results

As security threats are ongoing and always changing, conversations and assessments continue on an ongoing basis. We were able to help this client save more than \$100,000 and a public relations nightmare by showing them what was missed in a standard series of penetration tests. By simulating real world attacks, we were able to illustrate to the client how much their vulnerability could cost them. While cyber criminals count on new exploits and a lack of security awareness on the part of their small and medium business targets, we were able to catch these vulnerabilities in time. We continue to monitor this client's risk.

## About Burtelson

Burtelson is a global leader and innovator  
in cyber and information security.



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