CASE STUDY

Professional Services

KENNA Security

Genpact Reduces Cyber Risk with Data-Science Approach

Kenna Security helps Genpact move off the vulnerability management treadmill and into measurable risk reduction.

Vulnerability Volume and Reporting Requirements Drive Need for Transformation

Professional services firm Genpact has a long legacy of innovation, launching in 1997 as a business unit of General Electric. In January 2005 Genpact became an independent company that drives digital transformation for their clients. Genpact's focus areas are process expertise and lean management, and the company recently won an award for their real-world artificial intelligence platform, Cora.

Cybersecurity is a priority for Genpact, with a strong focus on reducing their risk of cyber attacks by ensuring systems are up to date and vulnerabilities are patched. With over 80,000 employees and hundreds of Global Fortune 500 clients, Genpact has a large, complex IT environment with over 70,000 assets and hundreds of applications spread over several data centers and cloud hosting environment. Like any organization which has such a large asset footprint, disclosure of vulnerabilities by system vendors quickly translates into thousands of vulnerabilities to patch, which can easily add up to millions if not addressed promptly.

Due to the volume of vulnerabilities, Genpact had a large team focused on vulnerability remediation—up to 25 on the infrastructure team alone—using dozens of spreadsheets to analyze scanner data. The team was ranking vulnerabilities (using CVSS scores) with the goal of reducing overall vulnerability count. The many reports required of the team took hours to days of manual effort, and accuracy levels varied. With the significant volume of vulnerabilities, assets, and reporting demands, coupled with the fact that they could not clearly demonstrate the impact their efforts were having on the organizations risk posture, the team needed a new approach.

genpact

Customer: Genpact
Industry: Professional Servicess
Location: New York City, NY

SOLUTION:

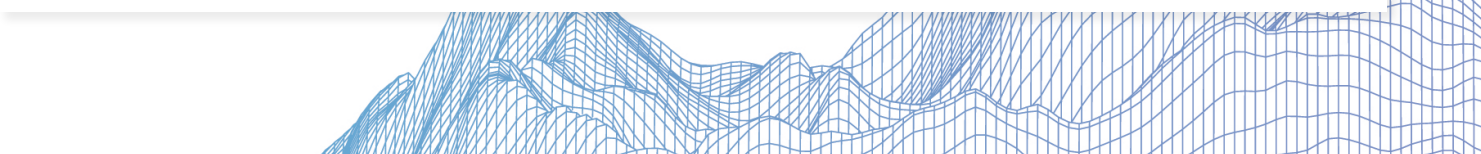
Kenna.VM

IT RESULTS:

- Time to remediate reduced, enabling IT teams to focus on more strategic initiatives
- Reduced time to create reports by 90%
- Shifted from counting closed vulnerabilities to true risk reduction metric

> Implementing Kenna.VM has resulted in Genpact being able to adopt a truly risk-based approach- significantly reducing our vulnerability exposure and overall risk in a sustainable manner."

Rohit Kohli
Assistant Vice President, Information Security



Enter Rohit Kohli, Assistant Vice President, Information Security at Genpact. Kohli manages multiple information security programs for the company, including threat and vulnerability management, penetration testing, and cloud security architecture. He is also responsible for securing digital offerings for Genpact clients. Kohli was grappling with the challenge that vulnerability remediation presented.

According to Kohli, "Our remediation approach involved sifting through enormous spreadsheets or hunting down fixes. The existing on-premise vulnerability scanning technology had limitations and was end of life. Having the vulnerability teams just close vulnerabilities without regard to other risk criteria was not an efficient and sustainable method." He knew Genpact had to transform the way they measured, managed, and reported on vulnerabilities and overall risk. Digital transformation is in Genpact's DNA, so they knew there had to be another way to approach how the organization managed their vulnerabilities.

A New Approach

The Genpact team knew they needed to replace their legacy vulnerability assessment technology. As part of their new approach, they were looking for a cloud-based vulnerability risk management solution that would meet their requirements to automatically ingest and analyze the data from the new vulnerability scanner, and then prioritize their remediation efforts based on which vulnerabilities posed the most risk to the organization. The team was looking for a vulnerability management solution that allowed risk scoring of assets based on asset value, tagging of assets based on categories, and real world vulnerability risk scores based on the volume, velocity, and impact of exploits. They also required robust reporting, analytics, and drill down capabilities.

Kohli and his team evaluated multiple solutions in these areas. After a proof of concept, Kenna was chosen by the team for several reasons—one being "how simple you made this complex problem." Kohli notes, "Vulnerability management is a key area for Genpact, as we as an entity have access to sensitive information from different companies. Demonstrating compliance and the effectiveness of our vulnerability management is important, especially for the financial institutions we work with. This is the real differentiator we could see in Kenna.VM."

Once the Genpact team made the decision to go with Kenna.VM, the next step was to roll out the new approach internally.

Off the "Vulnerability Treadmill" and Onto Measurable Risk Reduction

Genpact started with four users on Kenna and are now up to over 200 across the company, utilizing the prioritization, remediation, and risk reporting capabilities. Kenna.VM is integrated with Genpact's service desk tool, Remedy (BMC Software), to enable prioritized vulnerability assignment and streamline remediation workflow. Kohli indicates "Remediation teams are able to focus their efforts on the most impactful actions that can significantly reduce risk, versus running on the vulnerability treadmill and not making any real progress. The change in approach also energized the teams who were otherwise overly burdened with a seemingly endless mountain of vulnerabilities to constantly hack away at."

Genpact was able to significantly reduce—or eliminate in some cases—time spent on reporting. Scanning penetration reports that previously took 6-8 hours are now generated in 30 minutes, a reduction of 90%. Several other reports that were previously required have now been replaced by the Kenna dashboard.

Kenna.VM also brought the security, business compliance, and remediation teams together to collaborate on proactively managing cyber risk. Said Kohli, "We've defined and now utilize metrics that help assess risk overall, both in terms of the likelihood of vulnerability exploitation and its potential business impact." Previously only measuring vulnerability count reduction, the team now looks at risk score reduction, remediation rate of high risk vulnerabilities, and their median time to discover and remediate high risk issues. By leveraging the knowledge of which vulnerabilities are actually being targeted by attackers, and defining business value for assets, the Genpact team has transformed their vulnerability management approach. According to Kohli, "Implementing Kenna.VM has resulted in Genpact being able to adopt a truly risk-based approach- significantly reducing our vulnerability exposure and overall risk in a sustainable manner."