Case Study: Logicworks

The Company

Logicworks is a leading provider of cloud migration and managed cloud services for private, public, and hybrid clouds with 25+ years of experience transforming enterprise IT.

Logicworks specializes in cloud operations for highly regulated industries, and holds certifications in HITRUST PCI, SOC2 and ISO27001.

The company's solutions help protect the health information of more than 80 million Americans, financial data for global eCommerce organizations, and transactional data for some of the largest investment firms in the world.

It is headquartered in New York City with offices in Denver, Seattle, and Boston.

Logicworks' Business Goals:

- Automation & orchestration of the Vulnerability Management (VM) program

- Aggregation & prioritization of all vulnerabilities

- Efficient reporting & Service Level Agreement (SLA) metrics to measure the success of the VM program

The Challenges

Logicworks had many tools for keeping their Vulnerability Management (VM) and Information Technology (IT) environments safe and secure. However, these tools weren't integrated with one another. Logicworks was looking for automation and orchestration of their vulnerability management program, aggregation and prioritization of their vulnerabilities as well as efficient reporting and SLA metrics.

At the time, Logicworks was at a Level 1 from a VM maturity level perspective, which meant they had a vulnerability assessment solution in place, ad-hoc vulnerability scanning, rudimentary patching, basic process, and basic metrics.

The requirements provided by Logicworks included vulnerability ingestion for internal and external assets (infrastructure and cloud), ITSM integration for ticketing, ingestion of web application and vulnerability penetration testing findings as well as metrics and reporting.

Logicworks wanted to accomplish all these requirements effectively, efficiently, and affordably.

The Solution

Logicworks selected NopSec's Unified VRM to provide the required capabilities. They selected NopSec - in part - based on their status and ranking from industry analysts as a leading Vulnerability Risk Management vendor. Furthermore, NopSec's domain expertise, thought leadership and vast amount of experience in offensive security and vulnerability management provided additional confidence that they were the right strategic partner.

Following the implementation of Unified VRM, Logicworks has achieved the desired improvement in all required areas with clear and quantifiable benefits

Customer Benefits

- Moved from manual spreadsheets to a NopSec automated workflow and spent 75% time triaging data
- Aggregated disparate data sources resulting in a time savings of 40% savings
- 30% better workflow automation on the ticket assignments
- Increased the maturity level of the VM program
- Eliminated error-prone reporting, improved the mean-time-to-remediate (MTTR) and measuring SLAs
- Enhanced collaboration and communication between security and IT remediation teams.

Customer Quote

Matthew K. Sharp - CISO of Logicworks says "NopSec was instrumental in maturing our Vulnerability Management program. We are approaching Level 3 which means we have risk-based prioritization, scan data prioritized through analytics, patching data driven by priority, measurable processes, and emerging metrics and trends. I'm ecstatic with the rapid progress and process rationalization. Maturing the Vulnerability Management program helped us to increase the collaboration and the risk articulation between the first and second line of defense. Unified VRM is a single pane of glass for infrastructure, web application, and penetration testing. We are now able to provide visual reporting that reflects company-wide performance as well as granular views for each department. Most ticket triage and assignment is automated, as NopSec easily integrates with ITSM tools. This has really helped shorten remediation timelines and automate workflow."

By operating as a strategic partner, and not just a "software vendor", NopSec was able to partner and work closely with Logicworks to streamline security and vulnerability management, bringing clear and immediate benefits and ensuring a far more secure environment.