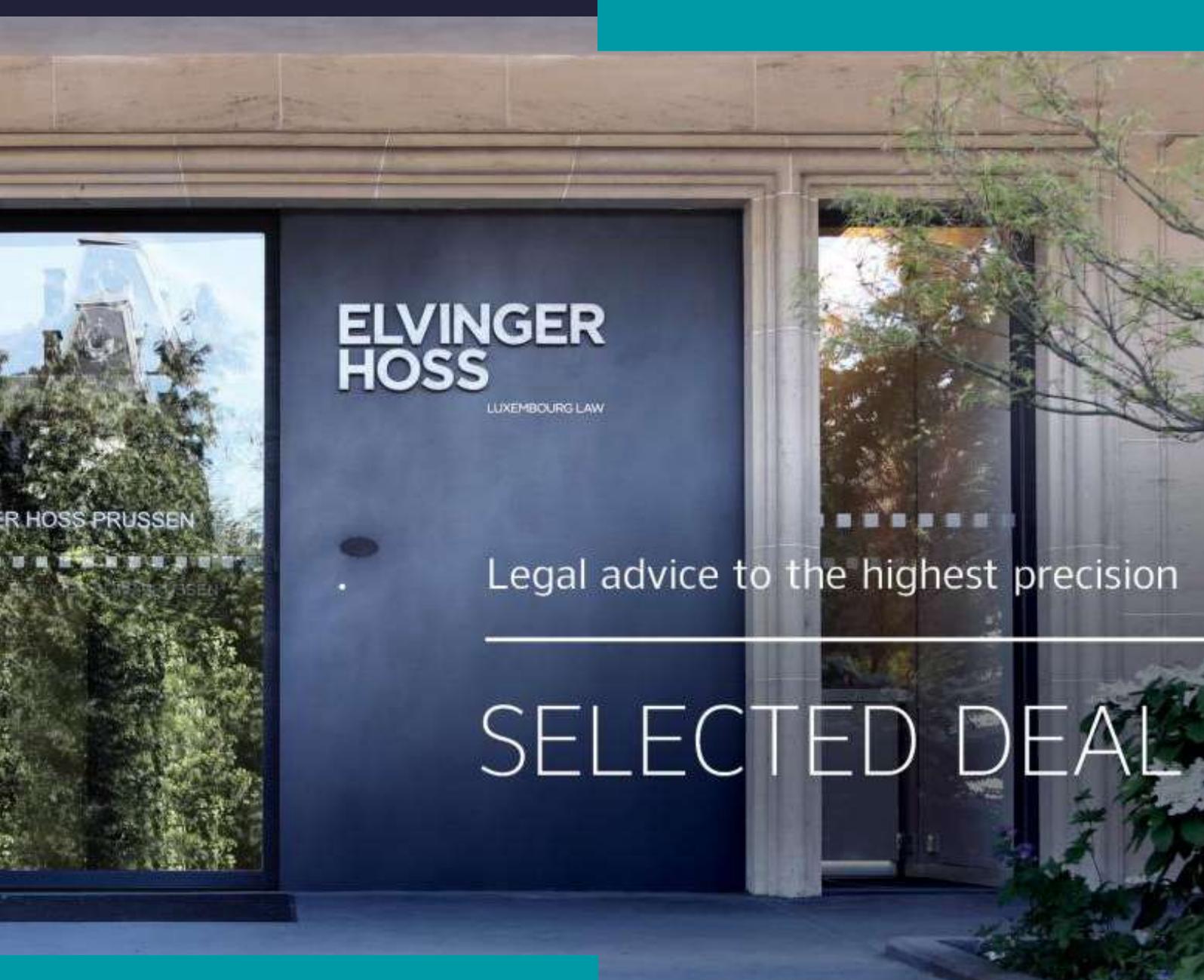


CASE STUDY

Elvinger Hoss strengthens security with Telindus



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SELECTED DEAL

Law firm Elvinger Hoss called on Telindus to make its staff aware of the dangers threatening the integrity of law firm data systems.

ENSURING ENHANCED SAFETY BY INTEGRATING THE HUMAN FACTOR

The sustained increase in business volume handled by Elvinger Hoss, and consequently, the growth of the firm's workforce, has led to new needs in terms of IT infrastructure, a challenge made even more complex by the fact that the firm's employees are spread across different buildings. "Alongside this challenge posed by the growth of our activities, the security of our information systems is subject to increasingly higher requirements from clients, especially American clients, who are more vigilant than ever about how their data security is ensured," explains Karl Pardaens, Partner in charge of information security. "Particularly concerned about the confidentiality of their information, these clients expect us to guarantee them security criteria that exceed market standards, security that is not only physical but also related to human behavior," he adds.



A PRAGMATIC APPROACH TO TRAINING

"We had to adopt new standards, formalize certain procedures, and delve deeper into managing the human factor in the security chain. It was this last point that led us to collaborate with Telindus," recounts Karl Pardaens. Elvinger Hoss was looking for a provider capable of delivering concrete training tailored to both its infrastructure and the needs of the various categories of personnel within the organization. "It is in this context that we called upon the services of Telindus' Security Audit and Governance Services team to raise awareness among our employees about cyber threats and to assess their level of vigilance," continues the Partner. "This type of exercise, which I readily compare to fire drills that we regularly practice, allows us to improve our information circulation procedures and our response to incidents. It also involves adapting our communication channels to all scenarios, as the devices affected can range from the PC of an employee at our headquarters in Luxembourg to the smartphone of a partner traveling in China."

PEOPLE, THE STRONG LINK IN THE SAFETY CHAIN

The staff members of the firm were thus introduced to a set of best practices and points of vigilance: data protection, detection of fraudulent emails and malware, password management, alert reporting, and an overview of threats. The pragmatic approach adopted by Telindus was very well received by Elvinger Hoss employees. The ethical hackers from the SAGS team organized a simulated attack aimed at testing the firm's exposure to cyber threats through a fake phishing operation. This type of campaign, regularly offered by Telindus to its clients, aims to raise awareness among users about the dangers and vulnerabilities they face in an increasingly interconnected environment, and to assist organizations in implementing an effective cyber defense strategy. Karl Pardaens expresses his satisfaction openly. "Today, our needs have expanded, and these security training sessions are now part of the mandatory program for new hires. Additionally, we have planned periodic updates to review new threats and how to address them."

A FUTURE OF OUTSOURCING

"We are now planning to outsource a portion of our infrastructure to Telindus data centers," confides the Partner. "The reasons also relate to issues related to growth and the security of our clients' data: as our services are spread across multiple buildings, it is becoming increasingly difficult and costly to obtain the level of service we expect from various technical stakeholders," concludes Karl Pardaens.

BENEFITS FOR THE FIRM

- Staff informed about the techniques and methods used by cybercriminals
- An expanded internal training program addressing fraud prevention, intrusion detection, as well as data theft and tampering
- An organization prepared to meet the security expectations of an increasingly demanding clientele
- A realization of the benefits brought by outsourcing solutions, including information security

DISCOVER THEIR STORY



"The pragmatic approach adopted by Telindus has been very well received by our employees: these security training sessions are now part of the mandatory program for new arrivals."

KARL PARDAENS - Associate Head of Information Security at Helvinger Hoss