

A blurred background image showing several people in business attire, likely in a meeting or office setting. The image is out of focus, emphasizing the text in the foreground.

Case Study: Telindus

“We consistently deploy ArcSight across our client base because it provides a superior total cost of ownership, together with the reliability and functionality of the market’s leading ESM solution.”

Luc Blockx, Business Support Manager, Telindus

Impact Highlights

- Respond quickly and effectively against security attacks, helping to reduce financial and reputational risk for its clients
- Drive down operational expenditure by reducing the need for extensive individual client modifications
- Relieve Telindus’ security professionals from hours of low-level analysis

About Telindus

Telindus offers IT Solutions and managed security services to enterprises across the world and is investing considerably in expertise to service modern IT and telecommunications infrastructures. Its partnership with ArcSight enables it to offer the safest route for enterprises, telecom operators and government bodies looking to deploy security solutions.

Telindus’ Challenge

Telindus’ customers all have one thing in common: the need to reduce financial losses and protect critical business operations. With the enterprise business model evolving to be more Internet-based, being operational 24/7 is critical for Telindus. “Our customers cannot experience denial-of-service, it’s simply not an option. We need to guarantee security of information and zero downtime,” said Luc Blockx, Business Support Manager, Telindus.

Telindus’ customers were finding it hard to manage the vast amount of security data. As businesses grow so do their systems, leading to greater complexity of the security monitoring environment. Being at the cutting-edge of security

prevention techniques, with IT professionals on-call 24/7, can lead to spiraling investment costs. Telindus identified this as an opportunity—to provide managed security services from their Network and Security Operations Center (NSOC)—where operational efficiencies can be passed down to the customer, allowing them to focus on their core business. An enterprise security management (ESM) solution allows Telindus to do this.

Telindus carried out a full market assessment evaluating key criteria such as product functionality, stability, scalability, and total cost of ownership (TCO) and four vendors were asked to deliver a trial deployment. After rigorous testing ArcSight was selected.

The ArcSight Solution

Telindus offers a ‘best-of-breed’ software approach, advising clients on a total security solution. “We consistently deploy ArcSight because it provides a superior total cost of ownership together with the reliability and functionality of the leading ESM technology,” continues Blockx.



As effective security needs to cover all aspects of the business, ArcSight's interoperability with the entire IT ecosystem is critical, as its ability to adapt to varying IT infrastructures with the ability to communicate with several hundred different devices.

The modular nature of ArcSight ESM allows Telindus to easily scale the solution according to the needs of different clients. ArcSight provides a rich feature-set of 'out-of-the-box' rules, dashboards and reports, automating the security processes and reducing the amount of time Telindus' technicians need to spend on the tuning of rules and signatures.

The consistent high-performance of ArcSight ESM and its ability to process and correlate exponential amounts of security data at any one time, allows Telindus to quickly identify security threats, prioritize attacks and presents the information in a user-friendly manner. Telindus technicians are able to take immediate action, protecting its customers' assets.

The ArcSight Impact

ArcSight ESM has made an immediate impact on Telindus, allowing the strategic growth of its business by being able to offer a cutting-edge security solution. Telindus is able to drive down operational expenditure, as client modifications are at a minimum due to ArcSight continually enhancing its solution in the light of fast evolving security threats.

Telindus now has a clear and concise view of their clients' ICT environment at a security and business level. ArcSight's consolidation and correlation functionality is delivering a comprehensive understanding of internal and external threat activity, to accurately gauge threat exposure and enable the correct remedial action to be taken.

ArcSight ESM's automation frees Telindus' highly experienced IT professionals from hours of low-level analysis, and allows them to concentrate on acting on the real security threats in real-time. This has the ultimate impact for its clients: helping to reduce financial and reputational risk.

"Reliability is a key feature of ArcSight, allowing us to guarantee zero downtime for clients by being able to act on security attacks quickly, effectively, and enabling us to protect their critical business 24/7," continued Blockx. "We plan to continue to recommend ArcSight ESM and believe it will provide us with a strategic advantage to adding new customers to our already impressive client base."

About ArcSight

ArcSight, a leader in Enterprise Security Management (ESM), provides real-time threat management and compliance reporting yielding actionable insights into your security data. By comprehensively collecting, analyzing and managing security data, ArcSight ESM™ enables enterprises, government organizations and managed security service providers to centrally manage information risk more efficiently. ArcSight's customer base includes leading worldwide companies across many verticals—and more than 20 of the largest U.S. federal agencies.



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