

ORGANIZATION PROFILE**Site:** www.abs-cbn.com**Industry:** Media and entertainment**Headquarters:** Manila, Philippines**Employees:** 11,000+**CHALLENGES**

- Finding a trusted cyber security partner able to provide time-sensitive forensic investigations on public facing breaches plus security monitoring 24/7/365
- Minimizing false positives on security threats
- Defending against cyber threats

SOLUTION

- Symantec Managed Security Services
- Symantec Incident Response Services

BUSINESS BENEFITS

- One trusted vendor that provides security partnership has reduced complexity
- In-house security team can concentrate on higher order tasks
- Reduced risk of re-breach
- Visibility of security threats on-premises and in the cloud
- Ability to stay ahead of cyber campaigns and ongoing threats
- Increased and accelerated cyber security maturity



ABS-CBN: Strategic Symantec Partnership

The Philippines' leading media and entertainment company uses SOC-based Symantec Managed Security Services and Incident Response Services to safeguard its network and content.

ABS-CBN Corporation is primarily involved in television and radio broadcasting for domestic and international audiences, as well as other related businesses. ABS-CBN has started producing a wide variety of digital content.

The company and its subsidiaries have approximately 10,000 employees as of December 31, 2018. ABS-CBN has more than 20 regional offices in the Philippines as well as offices around the world, including North America and the Middle East.

Over the past few years, as more of its business goes online, ABS-CBN has turned its focus to information security. In 2016, it established an information security group dedicated to protecting its network and providing more visibility. Efforts to monitor the network in-house, and around the clock, by hiring security analysts, proved to be a challenge.

ABS-CBN realized that it needed an outside partner to provide managed security services to protect and monitor both on-premises as well as cloud networks from cyber threats.

With this in mind, in 2018, the company developed a request for proposal, which it shared with a number of vendors that it had shortlisted. ABS-CBN awarded Symantec the contract based on the capability, maturity of practice, range of services, and the performance criteria of its Managed Security Services and Incident Response Services in August 2018.

Unexpected data breach

Prior to implementation of Symantec Managed Security Services, ABS-CBN suffered a data breach in September 2018. Attackers stole credit card information from the company's online store, developed and managed by a third party and hosted on a shared hosting provider. In order to mitigate the damage, ABS-CBN invoked their Incident



Response Retainer service and turned to Symantec's Incident Response team for a forensic investigation. Symantec's cyber security professionals performed a remote investigation of the data breach and described what happened in a detailed 38-page investigation report within 48 hours.

The report explained the depth and breadth of the breach, and assessed the overall impact. Symantec Managed Adversary Threat Intelligence analysts searched the dark web and underground forums for signs of the attacker using the stolen credit card information as a value-added service. The detailed investigation allowed ABS-CBN to allay the fears of stakeholders with regards to the potential damage caused by the data breach.

Symantec onboarded ABS-CBN's Managed Security Services later that month, working closely with the company's security team, while simultaneously working to mitigate the data breach threat.

How Managed Security Services works

Symantec provides its full suite of Cyber Security Services through its Security Operations Center (SOC) locations. ABS-CBN feeds Symantec's big data analytics engine with all the critical log sources from their security technologies where data is aggregated, correlated and analyzed by Symantec security analysts, and security incidents are reported to ABS-CBN 24x7x365.

Service delivery is covered through our global network of six SOC's with the Singapore Center providing the designated service manager, senior security analyst and on-boarding specialist who directly liaise with ABS-CBN's information security team. Apart from the Singapore SOC, Symantec's other SOC's in Sydney (Australia), Tokyo (Japan) and Chennai (India) also provide services to the ABS-CBN.

Incident Response Services delivery

If there is a future incident, ABS-CBN can request help from the Symantec Incident Response Services team either by email or a call to the hotline number. A member of the team conducts a triage call to ascertain the details of the incident and then issues a work authorization form. Once that is signed, the team starts a forensic audit of the incident.

For Jay C. Gomez, ABS-CBN's Head of Information Security and Data Protection Officer, Symantec Managed Security Services is a boon. "I am really glad that we subscribed to the service as it took away from our team the task of monitoring our environment 24/7. That means, we don't have to hire, train and schedule staff 24/7 just to man the fort," Gomez says.

This allows the team to focus on other aspects of security, "The ones that really need their attention and time," says Gomez.



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— **Jay C. Gomez**

Information Security and
Data Protection Officer,
ABS-CBN

Gomez is very satisfied with the incident response service that Symantec provided after the incident in September 2018. He feels it has helped the company manage and control the incident quicker by identifying the issues and resolving them immediately. This, in turn, was of great assurance to affected stakeholders, both internal as well as external. Lastly, the forensic evidence related to the incident provided by Symantec Incident Response Services was used and readily accepted by the government regulators who required it from the company.

For more information:

Contact your local sales representative or business partner, or please visit: www.symantec.com

About Symantec

Symantec Corporation (NASDAQ: SYMC), the world's leading cyber security company, helps organizations, governments and people secure their most important data wherever it lives. Organizations across the world look to Symantec for strategic, integrated solutions to defend against sophisticated attacks across endpoints, cloud and infrastructure. Likewise, a global community of more than 50 million people and families rely on Symantec's Norton and LifeLock product suites to protect their digital lives at home and across their devices. Symantec operates one of the world's largest civilian cyber intelligence networks, allowing it to see and protect against the most advanced threats. For additional information, please visit www.symantec.com, subscribe to our [blogs](#), or connect with us on [Facebook](#), [Twitter](#), and [LinkedIn](#).



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