

Organization

Customer: AIG Korea

Site: www.aig.co.kr

Industry: Financial Services

Headquarters: Seoul, Republic of Korea

Employees: 400 full-time, and 1,000+ contract telesales reps

Challenge

AIG Korea wanted to enhance its security posture yet minimize routine security monitoring and management.

Solution

Symantec Managed Security Services

Benefits

- Faster security decisions: local threats are explained in the context of global threat behavior
- 10 malware infections on laptops quickly detected and mitigated
- No significant security disruption since start of managed security service monitoring
- Enhanced security support resulting in time savings and faster development of projects
- Estimated 23% lower cost than equivalent 24×7 internal security monitoring



AIG Korea

AIG Korea Gains 24×7 Security Monitoring at 23 Percent Lower Cost with Symantec™ Managed Security Services

AIG Korea wanted to enhance security while minimizing the in-house routine of security monitoring and management. The company turned to Symantec Managed Security Services for 24×7 monitoring. As a result, AIG is able to make faster security decisions because local threats are explained in a global threat context. The solution quickly detected and helped mitigate 10 malware infections on laptops, and since deployment, there have been no significant security disruptions. The 24×7 security monitoring services cost an estimated 23 percent less than equivalent monitoring with internal resources.

Making a bigger difference

Every IT team—and every employee—struggles to minimize routine work in order to maximize the time available for projects that add new value.

The IT team at AIG Korea just won a major battle in this struggle. Until recently, the company's 400 employees and 1,000+ telesales reps had to sign on to multiple applications to do business.

Processes had become more complex as AIG Korea had grown. AIG was the first foreign entrant into Korea's general insurance industry when it bought AIU Korea, which has a presence in the country that stretches back 62 years. Renamed as AIG Korea, the company became part of the AIG global network, with operations in 100 countries and jurisdictions.

Employees wanted a simpler way to do business, and when Kim Jaehong joined to run IT security and governance three years ago, his assignment was to help the IT team deliver on that goal. Ahead lay a long and challenging project to develop a new, integrated, single-sign-on workspace.

The big picture matters

Mr. Kim built a 10-person team to handle not just IT security, but also governance and IT service management. The team formulated key performance indicators (KPIs) that help the company plan, implement, and measure improvements, and demonstrate compliance.

"To do what we had to do, I needed a big picture of IT security," Mr. Kim says. "That's what every CISO needs—a view of not just of the enterprise, but of the enterprise in the global threat landscape."

AIG was using Symantec Managed Security Services to monitor its external firewalls and intrusion preventions systems, and Mr. Kim noticed that the service was different than the managed security service he had used at a previous employer.

“

It would take about six full-time security administrators to provide the kind of 24x7 monitoring and analysis we get from Symantec Managed Security Services, and that would cost us about 23 percent more each month than what we pay Symantec now.

— Mr. Kim Jaehong
Chief Information Security Officer
AIG Korea Inc.

Faster resolutions

“Symantec Managed Security Services enables faster resolutions,” Mr. Kim says. “If there is a threat, I get a report about it from the Symantec Security Operations Center (SOC) along with an explanation of the attack and information on other occurrences elsewhere on the Internet. With that information, we can make quicker decisions about what we need to do. The managed security provider at my previous employer would report on an incident, but they couldn’t put the information in a broader context.”

Symantec security analysts draw on the Symantec Global Intelligence Network (GIN), which monitors attack activity with 41.5 million attack sensors in 157 countries, 8 billion emails per month from 5 million decoy accounts, and over 13 billion web requests per day. Symantec analysts also review a database that tracks more than 50,000 vulnerabilities in products from 15,000 vendors involving 105,000 technologies.

Says Mr. Kim: “Because I’ve been in IT security for 12 years, I’ve seen the importance of getting a holistic view, one that correlates events on security solution A with events on solution B and C. They may be different incidents, but when they occur together, they suggest certain threats.”

Symantec Managed Security Services offers this type of analysis, “and it’s supported by valuable information from all over the world,” Mr. Kim adds. “The other service I used set up certain security rules and reported when those rules were violated—but it couldn’t provide much explanation or put the information in context.”

Soon after Mr. Kim joined the company, he got alerts from Symantec Managed Security Services about a series of attacks. “Some of our users had taken their laptops home, connected to the Internet, and gotten infected with malware,” he recalls. “The malware was trying to communicate with remote command and control servers. Managed Security Services told us which IP addresses were involved, and we shut down the laptops immediately and cleaned them within an hour. There were about 10 cases, and we’ve since strengthened security controls for laptops.”

To date, Mr. Kim reports, there has been no significant disruption from security attacks at AIG Korea since it contracted with Symantec Managed Security Services.

Making changes in minutes instead of days

Mr. Kim and team also worked with AIG global security to implement a change process that enhances agility. Previously, any security change required the local team to open a ticket with a global helpdesk, and the change was made remotely by the global security team. Now, once stakeholders have approved, the local team can make a security change directly in minutes that might have taken days or weeks before.



Every CISO needs a big picture of enterprise IT security in the context of the global threat landscape. Symantec Managed Security Services offers this kind of view.

— Mr. Kim Jaehong
Chief Information Security Officer
AIG Korea Inc.

“The speed of response is critical in security,” Mr. Kim says. “When I started at AIG Korea, I didn’t have a clear view of how firewall management and security monitoring management were done here, and our Symantec Managed Security Services team gave us great help in re-designing our local processes, enabling us to win approval for a new security framework that lets us make changes directly.”

Streamlining development work

The new framework helps accelerate development projects at the company. Explains Mr. Kim: “One recent development project required us to integrate a number of third-party sites and applications, requiring at least 20 security configuration changes. Because we had the new security framework, and we could make changes in minutes instead of days or weeks, we didn’t cause any delays that would prevent the project from moving forward.”

The big picture gets bigger

Pleased with results, AIG Korea has expanded the number of solutions that Symantec Managed Security Services monitors. At first, it was six external firewalls and intrusion prevention systems. Now it includes an endpoint security management server for 1,200 users, as well as two network firewalls and a proxy server, all from third-party security vendors.

“It would take about six full-time security administrators to provide the kind of 24x7 monitoring and analysis we get from Symantec Managed Security Services, and that would cost us about 23 percent more each month than what we pay Symantec now,” Mr. Kim says. Using the service also enables the AIG Korea team to minimize routine security monitoring and maximize the time available for higher value IT projects such as the single-sign-on virtual workspace.

For more information

Contact your local Symantec Sales Representative or Business Partner, or please visit:
www.symantec.com/managed-security-services

About Symantec

Symantec Corporation (NASDAQ: SYMC), the world’s leading cyber security company, helps businesses, 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 suite of products for protection at home and across all of 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 or connect with us on [Facebook](#), [Twitter](#), and [LinkedIn](#).



350 Ellis St., Mountain View, CA 94043 USA | +1 (650) 527 8000 | 1 (800) 721 3934 | www.symantec.com