

CASE STUDY (Cybersecurity)

UK Utility Blocks Cyberattacks, Maintains Ease of Use with Globalscape EFT™

Amplified Security, Easy File Sharing, with SSO & Split-Domain Authentication

Overview

One of the largest water companies in the United Kingdom provides drinking water and recycles wastewater for 3 million homes and 200,000 businesses in its service area. With more than 5000 employees, the utility company is an invaluable resource for the community it serves and cannot afford security breaches or downtime.

Frequent cyberattacks caused the firm to lock down its systems regularly. This prevented ease of use, making file sharing more difficult. Globalscape's Enhanced File Transfer (EFT) platform enables the UK utility to protect valuable data from malicious actors while maintaining the ability to securely share files internally and with external partners.

Challenge

The utility company was a frequent target of Denial-of-Service attacks from foreign agents. Without the ability to distinguish between internal and external access, the attacks required the firm to lock down its systems. This complicated the firm's ability to securely share files internally and externally, which, in turn, hindered crucial business process. The company wanted to provide unencumbered user access while protecting confidential information and ensuring that users' credentials were not exposed to the Internet.

Solution


Globalscape engineers recommended an EFT solution that included the DMZ Gateway®, Web Transfer Client, and Workspaces, as well as Auditing and Reporting module for visibility into transfers, and the OpenPGP module for encryption. The latest version of EFT Enterprise, featuring Single Sign-on (SSO) with LDAP authentication was provided.


KEY DETAILS

INDUSTRY


+ Utility

OUTCOME

 A secure file transfer portal, safely accessed both externally and internally

 Reliable, always available service

 LDAP with SSO 2FA

 Vital protection from cyber attacks while maintaining easy, secure file sharing

APPLICATION

- + Secure data transfer
- + Complex file transfer automation
- + 2FA, SSO & LDAP
- + Split-domain authentication

PRODUCTS

- + EFT Enterprise
- + Web Transfer Client
- + Workspaces
- + DMZ Gateway®
- + Auditing and Reporting Module
- + OpenPGP Encryption

Using split-domain authentication enables the system to block malicious actors, without affecting internal exchanges. With the addition of WTC and Workspaces, the firm maintained and improved its ability to easily and safely share files internally and with external partners.

Summary

Adding security measures to your file transfers shouldn't impede your ability to use and share your data. Through a combination of security protocols (2FA via SSO and LDAP), OpenPGP encryption, DMZ Gateway, and user-friendly modules (EFT with WTC, and Workspaces), our engineers provided this UK utilities firm with the ideal solution to protect proprietary data without restricting necessary access or impeding collaboration.

