



CASE STORY:

Leading Telecommunications Company Improves Product Security and Customer Value with Kryptos Logic

CASE OVERVIEW

The challenge

Securing millions of vulnerable telecommunication hardware and software endpoints worldwide.

The Results

Kryptos Logic partnered with Avaya's Product Security Support Team (PSST) to identify, test, and remedy security issues in its hardware and software platform with safe, timely, and actionable response.

Industry

Telecommunications, Mobile, Software.

Deliverables

Vulnerability Research, Penetration Testing, Security Consulting. Insight, Threat Intelligence.

THE CHALLENGE

Avaya is committed to active threat monitoring, rapid threat assessment, enhanced response with proactive customer contact, and expedited remediation.

Avaya is committed to delivering secure reliable products and offerings. However, Avaya recognizes that in today's environment, new security vulnerabilities may be identified after a product is launched. These vulnerabilities may occur in any vendor developed capabilities, technologies, or execution environments on which products operate.

First-to-Know, First-to-Respond

Avaya delivers a powerful and fully integrated telecommunication platform. Its users rely on the system to be functioning and running around the clock. With millions of users accessing Avaya systems 24 hours a day, 7 days a week, ensuring secure business continuity is key.

Consequently, ensuring service continuity via proactive security is one of their top priorities. If a system slows down, is compromised, or is taken offline, it can affect millions of dollars worth of transactions and or brand recognition. Malicious attacks which take advantage of vulnerabilities could result in a service chain disruption effecting clients, customers, and end-users alike.

By engaging Kryptos Logic in proactive security practices through Avaya PSST, Avaya has the ability to discover vulnerable aspects of its offering, allowing them to continuously protect customers from organized crime, targeted attacks, and malicious users which can compromise system integrity and threaten operation uptime and service level deliverables.

SOLVING THE SECURITY CHALLENGE

Response time and collaboration are crucial elements in cyber security. Kryptos and Avaya PSST addressed the need for an immediate, focused response.

It cannot be known for certain when a malicious user, hacktivist, or a hostile nation will find and discover an exploitable vulnerability. For many organizations, particularly those lacking a product security team, assuming that a vulnerability in their products has not or will not be found may be wishful thinking at best.

Kryptos Vulnerability Research Team (KVRT) proactively researches next-generation protections for cyber security. KVRT **Zero Threat** intelligence is developed from years of threat analysis and proactive Zero-day vulnerability research. KVRT worked with Avaya PSST in a collaborative, responsible effort to identify and contain security vulnerabilities as part of a proactive approach consistent with Avaya's security guidelines and standards.

"Kryptos Logic's KVRT demonstrated the highest level of professionalism towards collaborating with Avaya in the spirit of Responsible Disclosure, protecting the security interests of our shared customers and Avaya's extended customer base."

Phil Fischer
Senior Manager Avaya PSST

"We know that in today's ever-evolving threat landscape, clients need a proactive security strategy to prevent unauthorized access to critical systems. We regularly evaluate vendor solutions for security vulnerabilities and help directly contain and thwart imminent attacks." **Salim Neino, Kryptos Logic.**

Zero Threat Intelligence

One of the most important strategies in the solution was to ensure Zero-day information was held secret, while Avaya issued key fixes to customers worldwide. **Kryptos Insight Continuous Monitoring** service identifies and utilizes Zero-day vulnerabilities from our proprietary **Zero Threat** vulnerability feed. The service allows us to see imminent attacks that will occur before they hit clients and allows us and our clients to react first.

Following a successful exchange of information and expertise with Avaya PSST and Kryptos VRT, Avaya was able to tap into the data needed to deploy security fixes to its customers, which would have otherwise been exposed to hackers and malicious actors.

KRYPTOS LOGIC

Situational Awareness with Insight Continuous Monitoring and Zero Threat Feed Services

Insight is a security monitoring service for organizations in industries such as Finance, Healthcare, Critical Infrastructure, and Government.

Insight helps determine potential threats and security risks by continuously measuring the overall security posture of our clients public-facing network infrastructure. **Zero Threat** is a product of KVRT research and an active component of **Insight**. Threat information is derived from hundreds of millions of devices and services which are analyzed for Zero-day vulnerabilities. **Insight** utilizes this intel to detect and score threats through a triage of automated analytics and vulnerability discovery techniques.

Insight Identifies and Enhances

How **Insight** is able to improve security;

- Greater awareness of overall product security posture
- Reducing attack surface and exposure to exploitation
- Stay up-to-date with new vulnerability research and penetration testing methodologies
- Shared Zero-day and open hacking intelligence
- Detect security issues vulnerability scanners simply could not
- Mitigating security issues before attackers could exploit
- Ensured customers are better secured and ahead of the threat curve

Zero Threat data provided to Avaya was discovered by an integrated system in Insight which emulates the reconnaissance phase of a targeted attack using techniques of a penetration tester or a malicious hacker. Systems are passively subjected to a continuous attack stream of regularly updated penetration testing methodologies and threat intelligence, without the risks of performance loads or invasive requirement of software and hardware installation.

THE RESULTS

Kryptos Logic provided Avaya PSST greater security awareness by sharing unknown vulnerabilities — in particular, those that have yet to be discovered in the wild. Patching and deploying fixes can take several weeks or even months before vendors can respond. Closing the response time gap by discovering vulnerabilities proactively with Kryptos Logic, rather than caught in the wild, proved to be an efficient and powerful preventative strategy for streamlining fixes to customers.

Organizations cannot afford to accept the risk of a Zero-day exploit: just one of these vulnerabilities could potentially put thousands of customers and millions of users at risk, creating legal liability and reputational damage. The Kryptos approach provides the proactive protection needed so that the gap of time between when a vulnerability is discovered and when a patch is available is drastically reduced.

The return on investment by retaining Kryptos Logic services can be substantial. Time and labor savings and customer integrity and good will maintained by leveraging the services KVRT provided to the Avaya PSST reinforces the effectiveness of proactive security strategies maintained by Avaya.

About Kryptos Logic

Kryptos Logic is a company of recognized strategic computer security experts. The company's offerings have been developed from years of binary analysis and network security experience in numerous industries including academic, government, and commercial. Kryptos Logic has developed widely used security products, publicly disclosed vulnerabilities, and regularly participates and is acknowledged by leading industry sponsored events and conferences.

More Information

Kryptos Logic proprietary technologies and processes result in products that help you evolve and stay ahead of the cyber threat curve. To inquire about our services, contact us:

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Insight Datasheet
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