How Scientific Atlanta Outsourced Intrusion Prevention System to Cisco Remote Operations Services

24-hour monitoring, plus explanations and recommended actions, enable swift response to security threats.

BUSINESS BENEFITS
• Early awareness of security events • Reduced false positives • Visibility into security events and network performance • Easy access to experienced network security staff

Scientific Atlanta, a Cisco company, outsources management of its Intrusion Prevention System (IPS). The company does not have the staff to provide 24-monitoring of network security incidents, continually update IPS sensors with new signatures, and tune sensors to reduce false positives.

The IT group selected Cisco ROS as its outsourced service provider. Cisco® ROS differentiated itself by its commitment to timely communication, service-level agreements for response times, and in-depth knowledge of Cisco IPS Sensors.

When the engagement began, Cisco ROS and the Scientific Atlanta network security team discussed business and technology requirements. These included types of attack requiring notification, places in the network to monitor, asset values, contact methods, and types of sensors needed. During the first phase of the deployment, Scientific Atlanta replaced its existing perimeter sensors with Cisco IPS 4200 Series Sensors. During the next phase, Cisco ROS advised on where to deploy internal IPS sensors.

> "The most important part of the Cisco ROS managed security service is converting raw sensor data into actionable information. Trouble tickets explain the significance of sensor data and recommend corrective actions, which helps our security team be more effective while spending less time."
>
> **Scott Stanton, Information Security Architect, Scientific Atlanta**

Cisco ROS remotely configures, manages, updates, tunes, and troubleshoots the sensors from its secure operations centers. To report lower-priority security events, Cisco ROS e-mails an event notification. To report higher-level alerts indicating active worms, viruses, or attacks, Cisco ROS phones the appropriate contact person. To view more information about threats reported in e-mail trouble tickets, authorized members of the Scientific Atlanta network security team can use the Cisco ROS online portal. The additional information helps them determine whether threats are real or false positives.

Having a dedicated team of humans looking at network traffic for patterns gives Scientific Atlanta early awareness of potential security threats. The information that Scientific Atlanta provided to Cisco ROS about asset values and operating systems has helped to reduce false alarms. And Scientific Atlanta can view activity on its sensors 24 hours a day using the online portal.

The Cisco ROS managed security service converts raw sensor data into actionable information. Trouble tickets explain the significance of sensor data and recommend corrective actions, helping the security team be more effective while spending less time.

For More Information

To read the entire case study or for additional Cisco IT case studies on a variety of business solutions, visit Cisco on Cisco: Inside Cisco IT www.cisco.com/go/ciscoit

Note

This publication describes how Cisco has benefited from the deployment of its own products. Many factors may have contributed to the results and benefits described; Cisco does not guarantee comparable results elsewhere.

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