EXECUTIVE SUMMARY

Customer Name: Arup
Size: More than 13,000 employees
Industry: Engineering and design services
Location: London, England (headquarters) with 89 offices globally

“With the ELA in place, we can bring in new capability without necessarily bringing on new people. We can do analysis quicker and easier, which leads to reduced time to remediation; we have been able to do more with the existing resource set with have.”

Chris Lyth
Head of Information Security, Arup

For more than 70 years, Arup has been changing people’s lives and city landscapes for the better. At any one time, the firm may be involved in more than 10,000 projects around the world. The company’s engineering and design feats include the Sydney Opera House, Centre Pompidou in Paris, and Singapore Sports Hub.

“Protecting the firm’s reputation is paramount,” says Arup’s head of information security, Chris Lyth. “and Cisco has helped us with technology platform required to deliver this protection.”

There are other factors that Lyth and his team consider as they evolve their security strategy. For example, increasingly clients are conducting due diligence on their supply chain to help ensure providers are compliant with various standards.

“Satisfying client assurance requirements is becoming more and more important,” says Lyth. “Our UK government clients are requiring Cyber Essentials Plus certification, so you need to be able to meet this standard, as well as others in the future like ISO 27001.”

Arup employees also frequently collaborate with third parties, and these initiatives must be secured.

“A lot of our work revolves around sharing knowledge – not just internally, but externally with joint ventures, and sometimes even with customers to form a consortium to get a job done,” explains Lyth. “The need for collaboration within and outside of Arup is central to the business. Security becomes an enabler and also a key consideration as we enter into these types of collaborative arrangements.”
With services to address everything from green infrastructure to the future of transportation and modeling modern cities, Arup’s multi-disciplinary, holistic approach makes it unique. It is a similarly holistic approach that attracted Lyth and his team to Cisco® security solutions to protect their successful, growing business.

An Integrated Architecture for Better Visibility

Like many organizations, over the years Arup had acquired an expansive arsenal of point solutions to protect clients and employees from cyber threats. But as Lyth explains, Arup didn’t really have any integration between its different security solutions. This resulted in a lack of visibility into events and incidents that could be happening on its network.

“We also had some gaps in our capability set,” he adds. “We needed a more comprehensive way to stop malware from coming into the network via email and via the web.”

As the Arup security team evaluated their options, an integrated architecture was critical.

“For me, one of the more important things was the integration of whatever we were going to put in place,” says Lyth. “Instead of best of breed vendors delivering a number of point solutions, we decided to go with Cisco because they were able to provide the individual best-in-class products we needed in a much more integrated security solution... Having a one-stop shop made our lives easier.”

In collaboration with Cisco, Arup determined that an Enterprise License Agreement (ELA) would give them a cost-effective and simpler way to deploy a breadth of integrated solutions over time.

More Effective Security Everywhere

Cisco ASA with FirePOWER Services, including intrusion prevention, has simplified security for Lyth’s team.

“The intrusion prevention is far superior for detection and management, especially with regard to rule recommendations,” says Lyth. “It automatically recommends which rules to enable, based on the apps and services we use across our environment, which greatly simplifies IPS management.”

Arup’s malware protection is also more effective and easier to manage.

“Previously, we had various systems to combat malware – one solution for servers, another for endpoint, another for email, and another for network,” Lyth explains. “Looking across multiple systems was a big challenge – Cisco Advanced Malware Protection (AMP) gives us traceability and auditability, which is key in reducing time to remediation.”

With Cisco security solutions, Arup can:

Gain the equivalent of two to three extra staff with an integrated architecture

Securely support Arup’s digital transformation and new business models

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Malware detection is also improved.

“Just having signature-based solutions is limited in terms of the protection it can give,” says Lyth. “We are seeing AMP detect and remove malicious files that would have definitely been missed by traditional antivirus, particularly for phishing email attachments and other files exhibiting suspicious characteristics. The retrospective security capability has allowed us to go back and block bad stuff before it becomes an issue.”

AMP also helps Lyth and his team protect staff from spoofing and phishing attacks when viewing emails or accessing the web using mobile devices.

“Other solutions haven’t given us this capability and certainly not across the estate,” says Lyth. “To have AMP for Endpoints integrated with email security appliances, cloud web security, and firewalls – that’s where the power of AMP comes in. It has allowed us to stop attacks from any device much faster and prevent malware from getting into our network, which is only possible when you have a holistic picture across your network and your estate.”

The fact that Cisco solutions are easy to use and offer retrospective security also helps make the team more proactive.

“Our ability to investigate threats and incidents has greatly improved now that we can go back in time to see what happened. Basically, AMP allowed us to become more proactive in investigating and remediating incidents before they can fester and become an actual issue on the network. With the Firepower Management Center you get a single-pane-of-glass view which makes this even easier. You can manage all of your devices from one console,” says Lyth.

**Doing More with Existing Resources**

Lyth immediately saw an increase in productivity and efficiency as a result of the Cisco integrated architecture.

“With the ELA in place, we can bring in new capability without necessarily bringing on new people,” says Lyth. “For example, with AMP everywhere we have increased visibility in an integrated way. We can do analysis quicker and easier, which leads to reduced time to remediation. We have been able to do more with the existing resource set with have.”

With Cisco security solutions in place Arup can also serve its clients better.

“We’ve been able to provide third-party assurance, meeting the tenets for malware protection and firewall, which helps us gain and keep clients,” says Lyth. “Certifying to Cyber Essentials Plus with Cisco was a very easy process. In the past, we’ve encountered lots of complexity working with other providers, but this was painless.”
Collaboration with partners is also more secure and easier to support.

“When we collaborate, it isn’t just working with external users on different networks, but allowing others on our networks,” explains Lyth. “We need to be able to identify those users and only give them access to certain resources we want them to have access to, segmenting access based on identity. ISE and Cisco Umbrella will allow us to collaborate and open our borders in a secure way.”

The ELA itself provides additional value from a technical and administrative perspective.

“The chance to bring a number of different products together and work with only one vendor – that is a great part of the value of the ELA,” says Lyth. “There is reduced cost when compared to trying to integrate these products separately, and Cisco has been always very responsive, bringing in the right people to help us get answers to any technical questions we have. There is also reduced administrative burden; simply dealing with Cisco as opposed to lots of different vendors has been quite valuable to me.”

The ELA has also allowed Arup to tap into a broader range of solutions to strengthen security in ways they hadn’t anticipated. Lyth points to ISE and AMP as two prime examples.

“We had never been able to segment access to network resources based on identity, and we had elements of different malware protection, but they weren’t integrated. Now we can do both to deliver even better security to staff and clients.”

A Future Based on Digital Transformation

As Lyth looks ahead to Arup’s future, the cloud will play a critical role. The firm is embracing the cloud for its own corporate infrastructure and as a vehicle to deliver additional services to clients.

“As a corporate entity, we are using software as a service and are always looking at what we can put in a cloud,” says Lyth. “But effective and safe use of the cloud is also important to business growth. We have a lot of innovative people developing software-based products either for a specific client or to be turned into a service for multiple clients.”

As Arup transforms into a digital business with different business models, the security team needs better visibility and monitoring of cloud-based activities.

“It must all be brought into the Arup fold, to ensure compliance with policy while freely enabling developers to get access to the resources they need so they can offer additional services to clients,” says Lyth. “This is where Arup is going, and security is a key enabler.”
Lyth and his team have laid a solid foundation that will help them play a critical role in Arup's dynamic future.

“Our Cisco ELA allows us to take advantage of new security capabilities across the estate in an easier and far more cost-effective way,” says Lyth. “With Cisco as a partner we have confidence that our team can flexibly evolve over time to protect the business, our clients, and staff as Arup continues on a path of digital transformation.”