

## ORACLE CUSTOMER

### CHALLENGE

As a large Oracle customer that delivers technology through a digital business, the company has always understood the critical importance of availability and strong information security to protect their platform, and their customers' digital assets – especially with the information they manage. Websites are the most common attack points for hackers with new vulnerabilities and threats emerging continually. Historically the technology company provided their service on a hosted platform, secured with a traditional on-premise threat detection solution. With rapid growth, a strategic focus on continued expansion into the US market, and the requirement to scale up and down as customer workloads are added to the platform they decided to move their infrastructure from a hosting environment to a cloud infrastructure.

### APPROACH

Due to the highly confidential information they hold for clients, such as earnings announcements and financial reports, the company always views keeping client data secure as their number one priority. They disseminate and publish their clients' information via hosted websites, dedicated mobile apps, video production and live webcasting. This requires high levels of security including: web application firewalls, log management, and advanced threat detection

To secure their sensitive data they required a security solution that meets these simple requirements:

- Native to the cloud
- Included threat intelligence creation and management
- Provided continuous 24x7 monitoring and security analysis
- Minimal implementation time
- No lengthy end-to-end audit process
- No proof of concept

### Client Background

The platform is fully managed, and available 24x7 with a market leading service level agreement (SLA) on client change requests. As a result of their diverse offerings and customer service, 80% of the largest 350 companies by capitalization on the Financial Times Stock Exchange (FTSE-350), use this customer's platform.

Bringing together a unique blend of expertise, technology and service, we deliver highly effective digital experiences for corporate, employee and customer audiences.

### INDUSTRY & ACCOUNT DETAIL

- Investor Relations

### ENVIRONMENT

- Oracle EBS 12.2.2
- Hardware – Cisco UCS
- Oracle Database 12C
- Application Server – WebLogic Amazon Web Services (AWS)



## SOLUTION

The choice was clear. The technology company partnered with Spinnaker Support powered by the Alert Logic Cloud Defender suite for its advanced security technologies and its threat intelligence management capabilities. They saw the biggest benefit for their needs from the expertise offered by our security analysts on a 24x7 basis. Managing security and IT internally would mean there could never be enough people to monitor and analyze the entire platform for web application attacks, network threats, log data, and vulnerabilities. Their rapid growth meant a greater workload for their team at an even faster pace.

There was only one vendor in the market that could offer both Oracle support and full stack security; all under one contract, one contact team and most importantly at no additional cost. The company needed a much broader security offering than just applying Oracle security patches when they were made available.

## RESULTS

Unlike the traditional on-premises security tools which require a company to install software and hardware, create custom correlation rules, and provide their own security intelligence, the Spinnaker Support solution includes everything needed to reach the results they want – deep threat insight and continuous protection.

Spinnaker Support out delivers vendor security by:

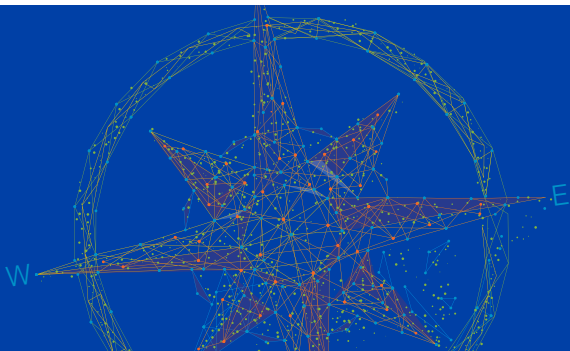
- Aggregating security events from across their environment, including their AWS cloud
- Automatically applying security intelligence and proprietary analytics against collected events to eliminate false positives and identify security incidents
- Offloading the important, yet time-consuming, incident investigation process to Alert Logic's security experts who review identified incidents and determine if remediation actions are required

With this around the clock coverage, our solution eliminates the headaches associated with traditional security vendors and allows internal IT staff to focus their time on other business critical projects. Like most businesses that house data from high profile clients Spinnaker Support helps this company by working as an extension of their team rather than just another vendor. The customer now has a managed security solution in the AWS cloud with added peace of mind that it monitors all levels of security 24x7x365.

“We needed to find a hosting or cloud partner with great global service, high availability and scalability. We determined the best way to achieve that was to move our platform to the Amazon Web Services (AWS) cloud. Once we made that decision it was critical to find a security partner that operates and was built natively for the cloud.”

## FOR MORE INFORMATION

Our case studies give an inside look at the experiences of other companies that have used Spinnaker Support for their SAP & Oracle software support needs. Visit <https://spinnakersupport.com/client-success-stories/> to read other client case studies.



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