THREATX

Retailer With Small Security Team Gets Detailed Threat Visibility and Powerful App Protection With ThreatX

The Challenge

A Canadian retail chain with more than 50 brick-and-mortar stores, and a significant e-commerce business, was looking for a new application protection solution that would not only offer effective protection with little hand-holding, but also detailed threat visibility.

The company had basic web application protection through the company hosting their website, but they had no visibility into what that tool was blocking or wasn't blocking or any data or insight into that solution.

They started looking for a solution that would offer robust API and application protection, give them visibility into their threat landscape, and that could be managed by their small team.

Their managed service provider, Stratejm, recommended ThreatX, and after a quick and easy POC, they selected ThreatX as their new API and application protection solution.

Visibility

This retailer has found that visibility into attacker activity has been a big benefit of the ThreatX partnership, helping them better plan and prioritize based on attacker activity.

"It's eye-opening to see all the crawlers and everything else that's out there," says the retailer's security analyst. "We are seeing and blocking a lot of threats." The retailer is especially finding value in the ability to drill down into attacks and attackers in the ThreatX dashboard. For example, they appreciate the detailed information on attacker activity, such as the type, severity, and frequency of attacks at a point in time or over time, and on the exact attacker targets and most popular targets.

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– Security analyst at retail chain

"I especially like that you can dig into the threats in the ThreatX dashboard and see all the details on attacker tactics and targets," he says. "For example, you can see a threat actor trying SQL injection and identify their exact target. That visibility is sweet."

Protection-as-a-Service

"We don't have the staff to manage API and app security ourselves. We knew we needed help," says the retailer security analyst. "ThreatX has been great in that respect. It feels like with them as a partner, we're able to stay ahead of the bad actors in a way we wouldn't be able to on our own."

The security analyst says that beyond the work they do as an extra set of eyes on threats, the Protection-as-a-Service team delivers exceptional flexibility and responsiveness.

"I'd say that working with the Protection-as-a-Service team is the best part of our partnership," the analyst noted. "Any request I put in, 10 minutes later I have an answer. And even to really specific requests, for example, I've asked to tune alerts to exclude Canada, and they quickly gave me lots of options to do that. I had to renew our SSL cert really quickly recently, and the ThreatX team jumped on a call with me right away.

That responsiveness means a lot. The business wants to keep customers shopping and happy, and I know ThreatX will always have a similar sense of urgency and have my back."

Peace of Mind

Peace of mind has been a major benefit for this retailer since partnering with ThreatX. The ThreatX platform both identifies and blocks threats in real time, without requiring teams to input threat data from one system into another, like a web application firewall (WAF).

And because of its highly effective risk-based blocking, ThreatX only blocks when a certain risk threshold has been met, meaning less false positives and more confidence that assets are secure. "I know we've had some cross-site scripting attempts and botnet activity recently," says the security analyst. "But honestly, I'm not really looking at the ThreatX dashboard very often. It's set and forget right now."

"I don't need to do much with the ThreatX solution; it just works and gives me peace of mind. I know that if someone is attacking our site, we won't be shut down, we won't have an outage. It's one less thing to worry about. We have so many alerts, and it's nice this solution isn't adding to that noise."

Overall, this retailer is happy to have found a solution that provides the visibility and protection they need, without burdening the security team. Ultimately, the

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solution gives them peace of mind and confidence that the business will remain secure and running, without a lot of security staff involvement.

About ThreatX

ThreatX is managed API and app protection that means you'll never stress about when the next attack is coming. You'll know your APIs and applications are safe with risk-based, real-time protection – backed by experts who do the worrying for you. To learn more, visit threatx.com.

Try It for Yourself

Ready to stop threats and get more time back in your day?

Take the next step. Request a demo today and see how you can effortlessly protect your APIs and apps against today's sophisticated threats while reducing the burden on your security team.

ThreatX's team of experts have your back, anytime of the day

Mean time to detect: ThreatX Platform detects threats within seconds

Mean time to respond: ThreatX Protection-as-a-Service will begin triage in just minutes

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