

GoSecure 'Answers the Call' for Nova Scotia Pension Services



GOSECURE

CASE STUDY

NOVA SCOTIA
PENSION SERVICES

THE CHALLENGE

In 2013, NS Pension became an independent, non-profit organization and moved its IT infrastructure out of the government in just 4 months. Within a couple years, NS Pension realized more was needed from a security perspective. "We were looking for a partner, not just a vendor," said Tottman.

THE SOLUTION

GoSecure Titan® managed security solutions, including GoSecure Titan Managed Firewall and GoSecure Titan Managed Detection & Response, combined with GoSecure Advisory Services including the Cyber Security Assessment, to deliver a seamless experience with support that acts as an extension of the in-house team and provides insights to help NS Pension improve its security posture.

WHY GOSECURE

NS Pension wanted a partner that could be counted on to deliver best-in-class service and who would answer when called. NS Pension also needed the expertise to help identify improvement opportunities and help shape its developing IT infrastructure to ensure protection of the information entrusted to it by the pension plan members.

In 2013, Nova Scotia Pension Services Corporation (NS Pension) was created as an independent, non-profit corporation. Its predecessor had been a special operating agency of the Nova Scotia government. NS Pension set up its own networks and infrastructure to support 50 employees in just four months.

NS Pension now provides investment, pension administration and compliance services for more than 74,000 active members, retirees and survivors—with assets totaling more than \$13 billion. The organization has also grown to 73 employees with plans to add more staff in the coming year.

By 2015, it was clear to Alan Tottman, Director of Information Management and Technology, that he needed more value from NS Pension's cybersecurity programs and vendors. An experienced, international IT professional, Tottman had been with NS Pension since 2009 and now led a small team of professionals who would have to manage their own infrastructure. This meant that the service from their security partner would be even more critical than the product offerings.

"What we really looked for was the service piece—someone who answered the call when we phoned," said Tottman. "If I phone GoSecure, they answer. The response is quick. It's a collaborative conversation."

NS Pension found GoSecure at an industry conference and started with a one-year term to see if the value would materialize. The relationship has grown over the past six years according to Tottman, "As we've become a more mature client, we've added more layers to our security onion."

Moving to managed security services with GoSecure, especially GoSecure Titan® Managed Firewall, made a significant and noticeable impact for NS Pension right away.

"Before, the time between reporting and changes to the firewall was ridiculously long. So, we made the decision to move the management of the firewall to GoSecure. So those things happen instantly now," said Tottman.

With the managed service, GoSecure acts as an extension of the in-house team, quickly and expertly handling the day-to-day events. "Things are detected. Things are identified. Things are quarantined. Rules are changed," noted Tottman. "For us, that's been the big change. It's not been blind panic every time something happens. It's just dealt with like business as usual."



"It was a great move (to GoSecure Titan Managed Firewall). We have seen a decline in hassle. I don't get calls at 2a.m. anymore—because they get dealt with."

Alan Tottman
Director of Information Management and Technology

pension

NOVA SCOTIA PENSION SERVICES CORPORATION (NS PENSION)

Industry:

Financial Services , Non-profit Corporation

Employees:

73 Employees, serving 74,000 active members

GoSecure Solutions:

- GoSecure Titan Managed Detection and Response (MDR)
- GoSecure Titan Endpoint Detection and Response (EDR)
- GoSecure Titan Managed Firewall
- Cyber Security Assessment
- Advisory Services

NS Pension's multiple managed security services with GoSecure work in concert. For example, the GoSecure Titan Endpoint Detection and Response component of the GoSecure Titan Managed Detection and Response solution has delivered added benefits.

"Not only has the endpoint solution helped us with cybersecurity, but it's also helped us with some of our network design and in understanding our networks. It's quite a useful tool."

And the experts within the GoSecure Advisory Services team have also delivered insights to help NS Pension make strategic changes in recent years. In 2017, GoSecure conducted a Cyber Security Assessment (CSA) for Tottman.

"It was incredibly useful, done in a sympathetic way," said Tottman. "Of course, it generated two years of work, but it got us to where we are—decent firewall, decent switches, decent integrations with endpoints—all those pieces. If we had not done that security assessment, I don't think we would have gotten to where we need to be."

NS Pension has also been re-shaping its IT infrastructure vendor relationships and GoSecure has helped in an advisory role. NS Pension has transitioned to a new structure that according to Tottman has been "massively advantageous."

"We can do an awful lot more with an awful lot less," Tottman commented. "And it seamlessly integrates with everything that GoSecure is doing for us."

And Tottman feels strongly that relationships matter between vendors. "GoSecure plays ball happily with our other vendors. When two vendors talk to each other and get things done, it makes it quite easy for us."

The team at GoSecure keeps NS Pension coming back year after year. "The one thing that we have prized all the way is the level of service we receive," observed Tottman. "It's about the people, sitting there every single day, working really hard and answering the phone. We've stayed because we are getting that service."

ABOUT GOSECURE

GoSecure is a recognized cybersecurity leader and innovator, pioneering the integration of endpoint, network, and email threat detection into a single Managed Detection and Response service. The GoSecure Titan platform delivers predictive multi-vector detection, prevention, and response to counter modern cyber threats. GoSecure Titan MDR offers a detection to mitigation speed of less than 15 minutes, delivering rapid response and active mitigation services that directly touch the customers' network and endpoints. For over 10 years, GoSecure has been helping customers better understand their security gaps and improve their organizational risk and security maturity through MDR and Advisory Services solutions delivered by one of the most trusted and skilled teams in the industry. To learn more, please visit: <https://www.gosecure.net>.