PECB continuously handles extensive volumes of their clients’ personal data and therefore needs to protect that data against various cybersecurity threats. As an international organization, they also need to stay compliant with international data and information security requirements.

In 2017, PECB deployed Ekran System as their main employee activity monitoring tool, and our partnership continues today. Egzon Sinanaj, the Director of Support and Security at PECB, comments our partnership as follows (subsequent quotes are also courtesy of Egzon):

“We have a business where technology plays an important part. A global base of customers comes with a challenging set of requirements. Our digital ecosystem mostly consists of software developed in-house, and the software that we do not develop ourselves has to go through a strict and rigorous review process before deployment. It was fairly easy to find and understand what Ekran has to offer back when we were planning to implement a monitoring system. We came across Ekran at the right time as a solution with the right price and features.”

THE CHALLENGE

PECB provides their services to individuals representing organizations in both the public and private sectors. PECB employees regularly access and process client information, including data in regulated categories. The company needed to be able to protect this data and their infrastructure in general.

“We have a lot of data to protect. We are also very happy to have an ever-growing number of new customers whose data are processed only by authorized processes and employees. To keep everything in check, we must be able to identify potential internal or external threats in time and act accordingly to prevent any intentional or unintentional errors.”

THE CUSTOMER

PECB Group Inc. is Canada-based certification body that operates globally. They offer a wide range of educational, examination, and certification services under the ISO/IEC 17024 standard.
Data security was our customer’s top priority: PECB wanted to see who accessed their confidential information, when, and why.

Next came the need to mitigate potential insider threats while they’re still manageable. This required configuring custom alerts for different kinds of risky actions and events as well as forming detailed evidence trails for further investigations.

Seeing that our platform met all of these requirements, PECB settled on deploying Ekran System.

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<th>Results achieved</th>
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<td>Full visibility of employee activity</td>
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<td>Adjust the monitoring tool to their needs</td>
<td>Smooth integration with current infrastructure and workflows</td>
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THE RESULT

Deploying Ekran System allowed PECB to achieve all their initial goals and more. In particular, they reported the following benefits:

- Full visibility of employee activity within their environment
- The ability to detect and mitigate potential insider threats before they materialize
- The ability to easily discover the real cause behind a particular incident
- Smooth integration of Ekran System with their current infrastructure and workflows

Our customer also shared that using Ekran System increased overall cybersecurity awareness among their employees.

Finally, having a functional monitoring tool in place allowed PECB to establish proper control of the way they store and process regulated data — which is the key to achieving GDPR compliance.
Serving a global clientele, it also means we have to be available when our customers need us. With Ekran we can easily rewind back to a specific point in time to perform our routine monitoring procedure.

Our customer achieved these results by leveraging different features of the Ekran System platform:

- **Real-time session views** in a YouTube-like player give a comfortable way to see how employees work with sensitive data and critical systems. In case an alert is triggered, security officers can investigate in real time whether a user is performing malicious actions.

- **Custom alerts and notifications** let PECB detect insider threats and suspicious events early. They also help them prevent employees from accidentally violating the organization's cybersecurity rules.

- **Automated incident responses** ensure efficient mitigation of insider threats by blocking potentially harmful users, applications, and processes detected by the Ekran System platform.

- **Searchable video recordings** offer deep context that's critical for a fast and thorough investigation of cybersecurity incidents as well as for internal and external audits. Security officers can recreate the full picture of any captured event by using different search criteria and analyzing context-rich session recordings.

- **Rich customization options** helped PECB adjust the Ekran System platform to their needs by configuring access management, user activity monitoring, incident response, and reporting features.

PECB also points out that they value the responsiveness of our 24/7 support team who is always there with answers to their questions.

The analytics we can collect from Ekran also play a role in helping our decision-making. And that not only helps our information security strategy but also helps us in our quest to achieve maximum efficiency in terms of using the right technology and equipment to carry out our tasks.

Want to keep your insider threats at bay? Start a free trial of Ekran System at [www.ekransystem.com](http://www.ekransystem.com)