



# DARKTRACE

## CASE STUDY

## QUI! Group



### Overview

#### Industry

- Financial services

#### Challenge

- Protect its technological intellectual property
- Defend its large dataset of confidential customer information
- Rapidly-evolving threats and intelligent attackers

#### Benefits

- Real-time detection of abnormal behavior
- Efficiency in handling existing threats
- Ability to defend against sophisticated threats
- Complete visualization of network activity

### Business Background

QUI! Group is an Italian company active in the field of vouchers, payment systems, and loyalty programmes. Founded in 1989, the company has built the largest European integrated services network with over 150,000 affiliated businesses. It manages technological platforms through a variety of media to its 20 million users.

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For the last 3 years, we've chosen Darktrace to provide the best service to our customers, ensuring them that we protect all our managed data and infrastructure in a proactive way

Agostino Ragosa, President of Qui!Group

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### Challenge

Cyber security is a critical priority to QUI! Group and its subsidiary companies as fundamentally digitized organizations. In order to protect its technological intellectual property and sensitive customer data, provide its electronic services, and continue to effectively manage its workforce of over 1,000 people, QUI! Group depends on its complex, noisy network remaining secure and well-defended from potential cyber-attackers.

Faced with a complex threat landscape in which threats are rapidly evolving and the threat of insiders is increasingly prevalent, QUI! Group wanted to ensure it had a cyber security solution in place that would help it identify emerging and existing threats in real time.

## Solution

QUI! Group decided to deploy Darktrace's Enterprise Immune System at the heart of its network, to enhance its ability to address potentially malicious threats before they cause significant damage.

The Enterprise Immune System is inspired by the biological principles of the human immune system and is based on machine learning and mathematics developed at the University of Cambridge. From the moment the appliance was installed, it began to learn a sense of 'self' inside QUI! Group's network by analyzing evidence from each user, device and the network as a whole and established a template of 'normal' behavior without requiring any prior knowledge.

As threats emerge, from inside or outside sources, they are immediately flagged up as suspicious by the technology, which is continually monitoring activity inside the network. The threats are classified according to their seriousness and reported to QUI! Group's security team. In this way, the company is kept constantly up to date with emerging cyber threats as they happen.

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At QUI! Group, we manage over 60 million financial and VAS transactions per month and we are dedicated to providing the best service to our customers, so working with Darktrace is the best way to ensure that we stay up-to-date with new threats and protect all our managed data in a proactive way.

Pierluigi Simonetta, CTO at QUI! Group

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## Benefits

Today, QUI! Group is able to stay ahead of its cyber adversaries that aim to damage and disrupt its network due to the Enterprise Immune System's ability to detect novel, emerging threats as they happen as well as identify suspicious internal behavior.

The company now has 100% visibility throughout its network, thanks to the Threat Visualizer, so it can continue its business and remain an industry-leader in digitized financial services in the knowledge that its networks are properly defended. The fact that the threats are classified appropriately allows QUI! Group to efficiently allocate resources so that the most pressing issues are dealt with first.

“Having an acceptance network diffused all over Italy, managing money related transactions and serving millions of users every day, at QUI! Group, the security is a critical issue”, commented Agostino Ragosa, President of Qui!Group. “For the last 3 years, we've chosen Darktrace to provide the best service to our customers, ensuring them that we protect all our managed data and infrastructure in a proactive way.”

“Darktrace's technology is excellent because it gives us a real-time view of all our data interactions and detects emerging threats, without requiring prior knowledge or pre-defined rules.”

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