

SISTIC**Overview****Industry**

- Media & Entertainment

Challenge

- Novel attacks and insiders that evade traditional tools
- Complex digital environment with BYOD devices
- Limited network visibility
- Lean security team

Results

- Real-time detection of novel attacks and insider threats
- Flexible, self-learning AI that adapts to fast-evolving business
- 100% network visibility via the Darktrace Threat Visualizer
- Ability to prioritize strategic security initiatives without increasing headcount

Business Background

SISTIC is Singapore's leading ticketing service and solution provider, responsible for more than 1,000 entertainment events annually. Established in December 1991, SISTIC sells physical and digital tickets to pop concerts, musicals, sporting events, and similar affairs. SISTIC holds large amounts of intellectual property via STiX, a web-based ticketing solution built by the company for event promoters and venues, under a licensing arrangement. STiX is used in Singapore, Malaysia, Indonesia, Hong Kong, and Macau.

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Digitalizing our operations means cyber-threats could potentially shut down our entire corporate network. Staying ahead of fast-moving and sophisticated threats is our priority and Darktrace's AI is crucial for this task.

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Mr. Richard Lee**Head of IT Infrastructure and Data Analytics****Challenge**

Today's cyber-criminals have become increasingly sophisticated, using novel methods to penetrate networks and compromise data. With limited resources and legacy security solutions, SISTIC recognized that it was at high risk of being compromised by advanced external attacks and insider threats. If successful, these threats could easily disrupt critical operations or steal sensitive data without triggering suspicion.

SISTIC was also concerned with the wide range of complex and unfamiliar devices that had been brought on to the network under their company-wide BYOD policy. With a complex network environment and an expanding attack surface, visibility into employees' digital footprint and compliance with security policies became an urgent concern. The company already had existing security tools deployed at the perimeter, but these signature-based point solutions were ill-equipped to protect the business against sophisticated cyber-attacks.

“It is almost impossible for us to keep up with today’s evolving threat landscape. We need a tool that can adapt to future threats and do the heavy lifting for us, with little human intervention,” commented Lee.

Solution

To combat these challenges, SISTIC deployed Darktrace’s Enterprise Immune System in the core of its network for a 30-day Proof of Value (POV). Using artificial intelligence, Darktrace learns the ‘pattern of life’ for every user and device and detects emerging threats in real time. During the POV, Darktrace alerted SISTIC of an unauthorized user agent installed in their network and discovered architectural weaknesses that could have easily been leveraged by cyber-criminals for financial gain.

And a few months after the initial deployment, Darktrace’s cyber AI notified SISTIC’s security team of unusual access to the finance team’s private drive. The issue was immediately escalated to the Chief Financial Officer and traced to the actual user.

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I’m impressed by Darktrace’s ability to alert us to these incidents. Having forensic investigations run automatically in the background means my lean security team can work on tasks that are truly pressing. I can now rest assured that we are always one step ahead of the attackers.

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Mr. Richard Lee
Head of IT Infrastructure and Data Analytics

Benefits

Equipped with Darktrace’s AI, SISTIC now has proactive self-learning AI that can keep pace with advanced cyber-threats. Darktrace’s Threat Visualizer interface offers SISTIC’s security team and business executives unprecedented visibility into the activity of every user and device via a 3D visualization of their entire network topology.

“Darktrace’s Threat Visualizer is essential to our cyber security strategy because it provides a real-time global overview of our enterprise’s threat level,” Lee stated. “The graphic visualization of our digital systems and user activity arms our business executives with crucial insights, allowing them to make decisions more quickly and confidently.”

With a lean security team stretched across SISTIC’s corporate office and data center, Darktrace’s ability to intelligently cluster anomalies indicative of an in-progress threat enables the team to investigate alerts that only require immediate attention. Darktrace’s AI has been a force multiplier for SISTIC’s security team, allowing them to prioritize cyber security across the business while retaining the same headcount.”

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