CASE STUDY: GSI COMMERCE

AN EFFICIENCY BALANCING ACT:
CONSTANT PROTECTION SURVEILLANCE AND PCI COMPLIANCE

GSI Commerce is a leading provider of e-commerce solutions that enable retailers, branded manufacturers, entertainment companies and sports organizations to operate e-commerce businesses. The company provides an integrated e-commerce platform that encompasses technology, logistics, customer care, and marketing services. GSI Commerce has approximately 60 customer/partners in 11 retail categories.

"GSI Commerce partners with companies to enable them to grow their e-commerce businesses faster and more profitably than they could otherwise do on their own," said Wyman Lewis, Director of Information Security for GSI. With two fully redundant data centers collocated with a major Telco tier one provider, Lewis manages security for a network involving hundreds of servers that provide the front end Web presence for GSI's partners. "These are mission critical e-commerce applications that fuel the business growth and success of our customers," Lewis emphasized, "We required a security solution that would help us protect the network from hackers and other threats while maintaining 24x7 availability," said Lewis.

GSI Commerce researched Alert Logic's network protection solution and found the offering to complement the company's in-house capabilities. "A managed threat defense was a critical requirement for our network security, but we needed to find a way we could balance the need with available resources. Alert Logic offered both the technology and the certified and experienced staff to monitor and protect our network around the clock," said Lewis. GSI Commerce maintains a production and operations network center to monitor its infrastructure. Alert Logic supplies a layer of technology and oversight, which can detect and contain threats before they can harm the network.

ABOUT

GSI Commerce is a leading provider of e-commerce solutions that enable retailers, branded manufacturers, entertainment companies and professional sports organizations to operate e-commerce businesses. The company provides solutions for its partners through an integrated e-commerce platform, which is comprised of three components: technology, logistics and customer care, and marketing services.

SOLUTIONS

Alert Logic Threat Manager with ActiveWatch: Managed intrusion detection and vulnerability scanning system

Alert Logic Log Manager with LogReview: Managed daily log review service

Along with the reassurance of monitoring threats 24x7, Lewis pointed out that Alert Logic's on-demand solution provides a critical component in demonstrating compliance with the PCI Data Security Standard. Supported by major credit card issuers, including VISA, MasterCard, AmericanExpress and Discover, the PCI Data Security Standard provides guidelines and requirements for safeguarding sensitive customer and transaction data. "Compliance with the PCI Data Security Standard is an absolute must for our business," Lewis emphasized.

"Part of our IT systems audit includes a requirement that we have security controls in place for our intrusion defense systems and that we can demonstrate that we monitor these systems around the clock," he said. "Using Alert Logic's managed threat defense solution in conjunction with our other security measures, helped us to demonstrate compliance with the PCI Data Security Standard and pass the audit."

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>
> **- Wyman Lewis, Director of Information Security**

THE ALERT LOGIC RESULTS

"It's an efficiency balancing act," said Lewis. "And that's why our relationship with Alert Logic is important. The Alert Logic people perform as if they are an extension of my internal staff, but I gain the efficiencies associated with outsourced services."

The net result, according to Lewis, is that he has peace of mind. "I know GSI's network is under constant protection surveillance. I also know that the system can stand up to a rigorous compliance audit."

Lewis noted that Alert Logic's on-demand solution was cost competitive, if not lower in price, than any of the alternatives GSI evaluated. Lewis also said that deployment was virtually painless and that he had no maintenance or update concerns because Alert Logic handles the administration.

"Additionally, Alert Logic has provided us with outstanding customer service and technical support. They have always been there when we've had a question and they always follow through with an answer to resolve any issue."

ABOUT ALERT LOGIC

Alert Logic, the leader in security and compliance solutions for the cloud, provides Security-as-a-Service for on-premises, cloud, and hybrid infrastructures, delivering deep security insight and continuous protection for customers at a lower cost than traditional security solutions. Fully managed by a team of experts, the Alert Logic Security-as-a-Service solution provides network, system and web application protection immediately, wherever your IT infrastructure resides. Alert Logic partners with the leading cloud platforms and hosting providers to protect over 3,000 organizations worldwide. Built for cloud scale, our patented platform stores petabytes of data, analyses over 400 million events and identifies over 50,000 security incidents each month, which are managed by our 24×7 Security Operations Center. Alert Logic, founded in 2002, is headquartered in Houston, Texas, with offices in Seattle, Dallas, Cardiff, Belfast and London. For more information, please visit www.alertlogic.com.

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