ALERT LOGIC™

Accesso Achieves New Level of Security Success with Alert Logic

Accesso, a global leader in the cloud ticketing and guest experience space, builds award-winning SaaS solutions used by popular attractions and venues worldwide, including theme parks, zoos, theaters, sports arenas, cultural venues, and the ski industry. After acquiring several new companies, accesso realized its outsourced security provider wasn't checking all the necessary boxes. They needed a scalable security solution that could meet their security and compliance needs through a single source of truth. Alert Logic Managed Detection and Response® (MDR) solution on Amazon Web Services (AWS) proved to be the ticket.

CHALLENGE

With several legacy systems in place due to past acquisitions, accesso's analysts toggled between multiple tools for security and compliance data and insights. This workflow reduced their visibility and efficiency, both critical for security. "We are a lean team, so we have to be effective in how we use our time," said William Quinones, director of information security and compliance at accesso. It quickly became apparent that an in-house managed security solution delivering comprehensive coverage was needed. In addition, as they use containers to deploy and manage applications, accesso also needed a partner with cloud container expertise.

accesso

About

Location: Twyford, UK

Industry: Entertainment

Company Size: 600+

Business Impact

- **Efficient asset monitoring and threat tracking** allows for identification of false positives, which means accesso's lean team can focus on significant and impactful issues.

- Partnership with AWS means Alert Logic has the cloud container expertise needed to **maintain security posture**.

- Alert Logic enables accesso to pivot and adjust to growth and change within their evolving security stack through **flexible deployment, customization, and integration**.

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SOLUTION

Alert Logic is at the forefront of SaaS MDR for AWS workloads, including container security. This powerhouse combination proved to be precisely what accesso needed. The Alert Logic MDR® platform checked all the boxes and provides several additional benefits to help accesso achieve a new level of success. Features accesso is benefiting from include file integrity monitoring (i.e., monitoring directories for changes), endpoint detection and response (EDR), vulnerability detection, Payment Card Industry Data Security Standard (PCI DSS) support, and Center for Internet Security (CIS) benchmarking. Alert Logic MDR is also highly customizable, working across cloud security providers as well as accesso's native tools. "Our security stack is always evolving," Quinones said. "With Alert Logic and AWS, it's easy to integrate, deploy, and maintain new features and functionalities."

Efficiency is a must for a team serving more than 135 million consumers worldwide. Before implementing the Alert Logic MDR solution, accesso's analysts worked through several different security stacks to find the insights needed to monitor assets, investigate threats, and provide timely incident response.

With their previous security provider, a high incidence of false positives made it much more difficult to fully support their clients.

"Now, with a single source of truth, our team benefits from saved time and effort," Quinones said. These centralized insights empower the team to better assist their clients when a critical threat occurs.

According to Quinones, accesso would need an internal team three times larger than it currently has to achieve the 24/7 security coverage its clients now have with Alert Logic MDR, which would significantly increase its operational costs.

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SUMMARY

In cybersecurity, anything can happen. Having a security provider that offers robust support and demonstrated value is key for a successful security strategy and overall customer satisfaction.

As an Alert Logic customer, accesso benefits from all of the above. From platform customizations to AWS integrations with its native tools, accesso has the support it needs. This includes a monthly service value review (SVR) call that details when and how Alert Logic's MDR delivers demonstrated value. During the SVR, several critical considerations are discussed, including open tickets, detection agent health, feature utilization frequency, threat intelligence, and mitigation. Accesso also learns of any upcoming updates to Alert Logic features and functionalities during the SVR. "Thanks to Alert Logic on AWS, the team can focus on the million other things that security throws at you on a daily basis," Quinones concluded.

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