



Protect • Comply • Thrive



Overview

The need

To confirm the security of Collinson Group's digital platforms.

The solution

IT Governance's penetration testing services. Experts rank and rate the company's vulnerabilities, and provide advice on resolving issues.

The benefit

Independent technical assurance and easy-to-follow reports with solutions that developers can implement.



Collinson Group case study: independent technical assurance, easy-to-follow reports and cost-effective penetration tests with IT Governance.

Overview

Collinson Group engages and manages more than 20 million end customers from 25 office locations around the world. Its unique combination of products and services span loyalty solutions, lifestyle and airport lounge programmes, insurance and assistance services. All have been designed to influence customer behaviour and support clients to acquire, engage and retain their customers.

Innovation has always been at the heart of Collinson Group. It created Priority Pass, the largest independent

airport lounge programme providing members with access to over 1,000 lounges. It was also the first to sell travel insurance direct to the consumer in the UK and fully sell online, as well as creating the first loyalty marketing agency of its kind.

As Collinson Group continues to innovate in an increasingly digital environment, it is critical to ensure that its systems, platforms and technologies are secure.

“IT Governance has always been very realistic, very helpful and will work on the problems we face in a no-nonsense way.”

How penetration testing helped Collinson Group test its ability to protect its applications

Collinson Group is a rapidly evolving organisation that operates a diverse set of market-leading technologies. It needs its systems to be secure and dependable, but it had no way of knowing whether its defences provide adequate protection. Penetration testing provides that information.

A penetration test, or ‘pen test’, is a simulated real-world attack on a network or application that identifies vulnerabilities that an attacker could exploit. By identifying exploitable vulnerabilities, a pen test can provide guidance on specific risks and advice on how to fix issues.

Ian Kilpatrick,
Group Information Security
Officer at Collinson Group
explains why IT Governance
were chosen

“Lots of people have heard of IT Governance,” he said, “so if we produce a report with your name on, that has a level of credibility which is helpful to Collinson Group in dealing with our clients”.

But more than its reputable name, IT Governance’s service matched our requirements. As Ian said, it offers “something that is sensible in the technical testing space that is actually useful to companies that helps mitigate your real risks; the type of risks that real companies have and that do not have infinite budgets.”

“We see people offering pen tests at vastly different prices – both cheaper than IT Governance and more expensive. IT Governance combines the delivery of real insights with a cost-effective service rather than just repackaging the results of using a vulnerability scanner.”

Pen tests are time-critical

The timing of these penetration tests was of particular concern for Collinson Group. The company wanted to fit them into a very tight window between each project being completed and going live. As anyone with experience will testify, predicting when that gap will happen is incredibly tricky. Often, developers overrun as snags arise or the business needs to accelerate the development process to meet a client’s needs.

However, IT Governance has been able to consistently fit penetration tests into timescales that suit Collinson Group. “There was an incident a while ago when we needed to meet a client requirement at very short notice, and [IT Governance] was happy to make somebody available,” Ian said. “The account management team has always been very realistic, very helpful and will work with us on the challenges we face in a no-nonsense way. That is exactly the way I prefer to work with any company.”

Helpful and accessible reports

Just as importantly, the penetration tests led to advice that allowed Collinson Group to respond to the threats it faced. “[The] reports are helpful and accessible,” Ian concludes. “As a sophisticated buyer, I’m more interested in the pay dirt of what was found and whether I have enough information in the report to translate that into a change request for my development teams. What really matters to me is that the findings in the report can be actionable.”

Reduce costs and get accurate results with IT Governance's expert testing



Most organisations face cyber attacks at some point, so it's important to conduct regular penetration tests to make sure your defences are adequate. Instead of automatically generated reports from tools that offer generic remediation tips, IT Governance offers advice from experts who rank and rate vulnerabilities so you can plan remediation according to the risk and your budget.

IT Governance offers two levels of penetration test to meet your budget and technical requirements:

Level 1

- Identifies the vulnerabilities that leave your IT exposed.
- Combines a series of manual assessments with automated scans, as our team assesses the vulnerability of your system, network or applications.
- Allows you to evaluate your security posture and make more accurate budgetary decisions.

Level 2

- Attempts to exploit the identified vulnerabilities to see whether it's possible to access your assets and resources.
- Provides a more thorough assessment of your security posture, which enables you to make more accurate decisions about investing in securing your business-critical systems.

Our tests are conducted by CREST-accredited consultants, providing you with the technical assurance you need from an information security partner.

Benefits of working with us

- **Strengthened cyber security**
You'll be armed with new ways to prevent cyber threats.
- **Meet compliance requirements**
We can produce a structured framework that helps you achieve your compliance requirements, ensuring that you use your in-house resources effectively.
- **Jargon-free advice**
We'll communicate any issues or remediation recommendations clearly and in a way that can be understood by your engineering and senior management teams alike.
- **Remediation guidance**
We'll discuss the findings of the test with you and provide a customised course of action for both leadership and technical audiences.

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