



SUCCESS STORY

Webcor

Industry

- Construction

Solution

- OpenText™ Security Services

Results



Delivered managed security service and advanced threat detection for real-time identification and response to cyber threats



Supplemented limited internal IT resources with outsourced services



Provided remediation and risk recommendations to close gaps in security posture



Leveraged OpenText experts to guide and execute on security transformation

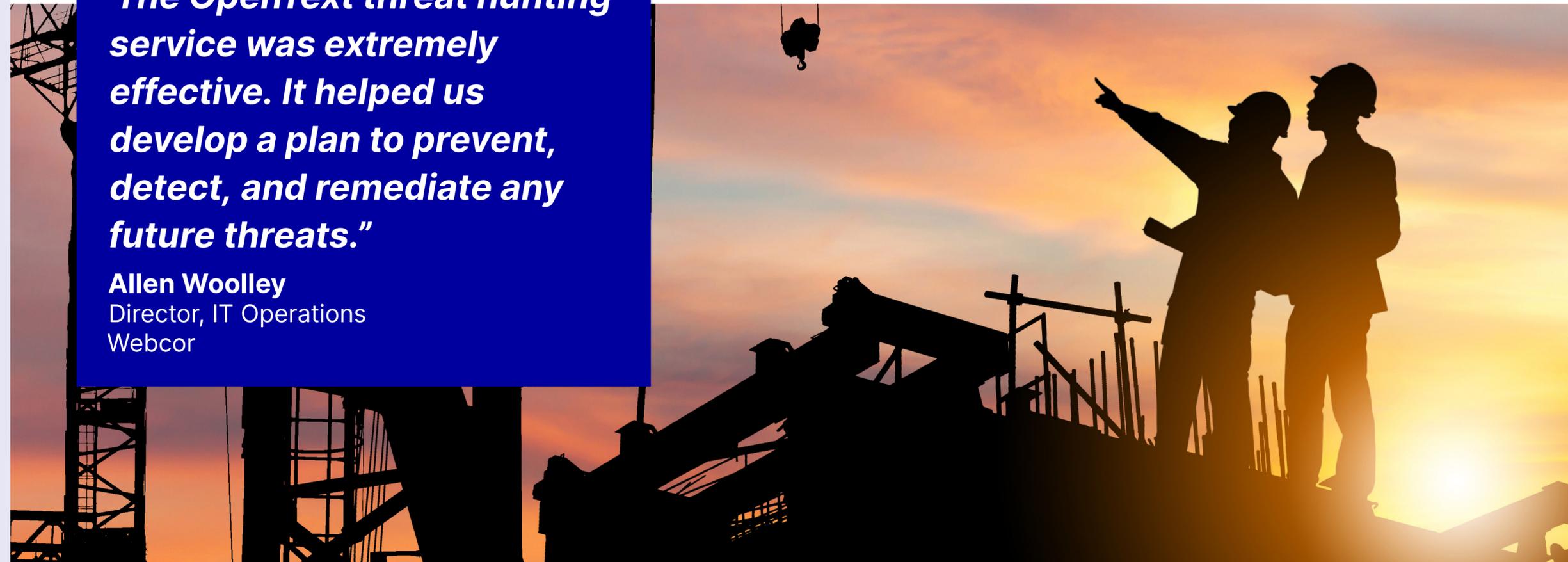


Webcor builds strong cybersecurity foundation with OpenText services and solutions

California construction company enlists OpenText Security Suite to strengthen data security defense against cybercrime.

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Allen Woolley
Director, IT Operations
Webcor





Webcor builds strong cybersecurity foundation with OpenText services and solutions

Founded in 1971, Webcor is a premier provider of commercial construction services throughout California. Webcor's mission is to build structures of superior quality, to continuously improve processes by employing the best talent in the industry, and to add social and economic value to its communities.

Prioritizing safety on site and online

Safety is the foundation of everything that Webcor builds, from employee health and safety on the construction site to enterprise data security. Allen Woolley, Director of Operations for IT at Webcor, explained, ***"It is critical that everybody be able to work safely and securely at Webcor. From the cyber side of the house, I want my data secure, I want my connections secure, and I want appropriate access levels to sensitive data to ensure the data is controlled, managed, and accessed in a secure manner."***

Today, the impact of cybercrime on the global economy is expected to cost in the trillions, but many organizations lack the internal resources to launch an adequate defense against cyberattack. With a small IT department, Webcor knew it needed Managed security expertise to investigate potential threats across its many technology endpoints and devices, including laptops, desktops, and servers. The company turned to OpenText Managed Security Services, to augment the Webcor staff with security professionals.

Taking a proactive approach to risk mitigation

Building on the success of this initial solution, Webcor expanded the scope of its engagement with OpenText to include a full security risk assessment. The OpenText Professional Services team helped evaluate Webcor's current security posture, processes, and procedures to develop a robust security plan that included a Security Information and Event Management (SIEM) platform. OpenText Managed Security Services provides a managed detection and response service for us at Webcor. These services replaced the need for a SOC Analyst by providing high level resources at our benefit.

To date, Webcor has seen valuable benefits from the initial threat hunting solution, which includes monitoring endpoints and servers to look for and address suspicious activity. The outsourced services decreased IT staff workload and increased the skillset available for security investigations. In addition, the Threat Hunt Service has resulted in crucial improvements to the overall security defenses of Webcor's software, hardware, and networks, increasing its ability to react to security events in real-time. Woolley explained, ***"The OpenText threat hunting service was extremely effective. We isolated real-world threats and remediated them. We have full visibility into what those issues were and the root cause. More importantly for me, with the help of OpenText, we used that as springboard into developing a security plan and an architecture to prevent, detect, and remediate any future threats that may get into our infrastructure."***

"OpenText was very effective in risk mitigation, and in helping define the scope of work necessary to improve our security posture. It has given us the security framework that we need to implement and execute here at Webcor. Without OpenText, our risk profile would be much higher."

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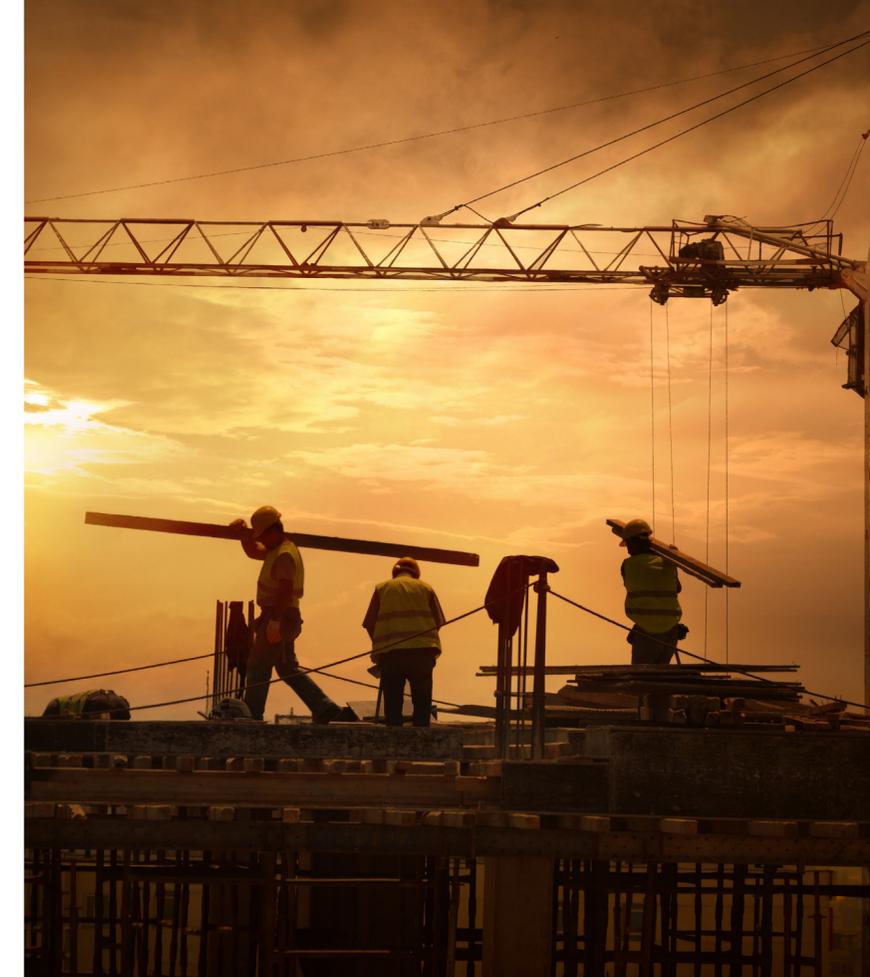
Leveraging expertise to enable success

OpenText Security Services, which provides consulting and advisory services, managed services, and learning services for OpenText Security solutions, played a key role in helping Webcor take data security to the next level. ***“We gave OpenText direct access to our infrastructure so they could do a deep-dive analysis on logs and events and then provide a set of recommended actions to take. That worked very well,”*** said Woolley.

Cyber resilience during a global crisis

When it came to weathering the remote workforce challenges of Covid-19, Webcor was better positioned than most. Woolley reported, ***“We were actually well-placed when the Covid pandemic hit because of the way we architected our infrastructure with OpenText. We had the connectivity and the security already set up. We also built visibility through the SIEM solution, which greatly enhanced our security posture here at Webcor.”***

Looking ahead, Webcor is planning on continued collaboration with OpenText, including IT governance improvements, managed security services and continued threat hunting services. Woolley commented on the value of the OpenText relationship to Webcor: ***“OpenText was very effective in risk mitigation, and in helping define the scope of work necessary to improve our security posture. It has given us the security framework that we need to implement and execute here at Webcor. Without OpenText, our risk profile would be much higher.”***



About OpenText

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