Permission Interactive Turns to Rapid7 for Help Enhancing its Security with Comprehensive Vulnerability Management

E-Commerce Calls for Stronger Security

In the world of e-commerce, PCI compliance standards are essential to the health of companies and their countless customers. However, for Permission Interactive, a company that deals with up to 40 thousand customers a day and, therefore, a lot of sensitive customer information such as credit card data, meeting these standards isn't always easy.

With that in mind, Permission Interactive had been using a vulnerability management solution from McAfee for several years to help meet PCI regulations. While the solution helped the Company "check the box" for PCI compliance, it didn't help to improve upon its overall security landscape. As frustration mounted, Permission Interactive decided to complete a full audit of their current service with McAfee and see where they stood. The results for security best practices and overall compliance left the Company extremely displeased with where it stood compared to where it could be.

"We definitely felt like after taking a deeper dive into the system we were currently using, that there had to be a different solution that would better meet our needs," said Phil Sciuto, chief technology officer at Permission Interactive. "While we had never had a problem with security risks or meeting compliance standards with McAfee, we also were never able to expand upon our security system. When we decided that we wanted a more diligent and proactive overall security approach that would enable us to finally not just 'check the box' for PCI compliance, but go above and beyond to safeguard our clients and their customers, McAfee just couldn't provide an answer for us."

PERMISSION INTERACTIVE

Client
Permission Interactive

Industry
E-Commerce

Website
www.permissioninteractive.com

Rapid7 Offers Something Different

After deciding it was time to evaluate new security vendors, Permission Interactive began the review process by looking for someone who could help with its number one concern – PCI compliance. The team at Permission Interactive appraised the full list of approved scanning vendors (ASVs) on the PCI website and after careful consideration to determine companies that would meet their unique needs, narrowed down the list to a small group for full evaluation.

Case Study Highlights

Challenge
Permission Interactive had PCI DSS compliance as its top concern, but their McAfee vulnerability scanner was only helping them "check the box" for PCI DSS, and not helping them truly improve their overall security posture.

Solution
Rapid7 provides more than "check the box" security when it comes to PCI DSS compliance. Its robust vulnerability management and scalability made it an easy choice for Permission Interactive.

"We originally chose a list of security vendors that not just had a strong PCI focus, but offered the driving factors that we needed – competitive pricing, extreme scalability and high quality vulnerability management capabilities. From the very beginning, Rapid7 stood out in our minds for those exact reasons," recalled Jim McNulty, director of IT at Permission Interactive. "As we continued to move forward in our evaluation, we decided that we really wanted a security company that could encompass all of our selection criteria for us, and Rapid7 became an obvious choice."

In addition, Permission Interactive was intrigued by Rapd7's recent acquisition of the renowned open source penetration testing platform the Metasploit Project. As the world's largest database of public exploits, Metasploit's acquisition in October 2009 by a commercial vendor rocked the security and open source worlds; however, in just one year Rapid7 has gone above and beyond expectations and nullified fears with its dedication to enhancing its own vulnerability management solution with integrated penetration testing, continuing to support community collaboration and increasing open source development.

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> **Phil Sciuto**
> Chief Technology Officer
> Permission Interactive

"As a Company, we are extremely passionate about open standards and bettering the overall community, so when we saw Rapid7 had acquired Metasploit we were truly interested by what this meant," added McNulty. "As we watched the relationship develop, we knew that Rapid7's commitment to bettering the security community and their customers, as well as their support of open standards and the community, would only benefit us at Permission Interactive as well."

Going Beyond a "Check the Box" Mentality

Permission Interactive had used other various scanning tools besides McAfee in the past, but quickly realized that Rapid7 was the first to protect data and control security for both PCI compliance and e-commerce on a grand scale – far beyond what competitors could offer.

"McAfee's solution used to always show us a clean bill of health after PCI scans and we, therefore, assumed that our overall system was always completely secure," stated McNulty. "However, Rapid7's proactive approach not only assured us that we were PCI compliance, but provided more information and a deeper granularity to help us learn more about potential vulnerabilities that could arise in the future in our system. With this information we were finally able to take more steps to improve our overall security on a broad scale."

Sciuto also recalled his first initial thoughts about moving to Rapid7 and its comprehensive vulnerability management solution. "As a relatively small company, I used to think that we didn't need a tool like Rapid7 offers because we wouldn't be exposed to the same risks as larger corporations. However, this experience has completely changed my mind as Rapid7 not only has a price and scalability well-suited to companies of all sizes, but an impressive customer service approach and willingness to develop unique business model for anyone. If I was ever at another small or medium sized business in the future, I would be crazy not to use a solution like Rapid7 can offer."

Overall, with the growing risks that organizations face today, Permission Interactive is proud to say that it has achieved its goal to be more in control of our security today than it ever was before. "Like many companies today, we don't have the extra time or budget for dedicated security and compliance," added McNulty. "Our Rapid7 solution allows us to work as if we actually have an extra security person on hand, without it being an actual Permission Interactive employee. I don't think that anyone today can do it all alone, but Rapid7 has enabled us to be stronger than ever."