



CASE STUDY

Technology Services Company Consolidates Its Business With Fortinet-based SOC

GammaCSOC-CERT
By Gamma Ingenieros

Founded in 1983, Gamma Ingenieros is a Colombian company that offers information technology solutions and services, telecommunications consulting, and auditing. From the very beginning, the company made IT security one of its foundational pillars and is now widely recognized in cybersecurity and data processing in Latin America.

Twelve years ago, Gamma Ingenieros entered the information security market by creating its Technology Strategic Business Unit. From then on, the company continuously aimed to fulfill a twofold mission: to generate trust and improve customer experience, setting the highest quality standards for both objectives. Currently, it has an annual growth rate nearing 35% and a database of roughly 1,000 clients that increases by 45% per year.

A Cost-effective SOC Model

The company has always sought to proactively meet the cybersecurity needs of organizations. Gamma Ingenieros' cybersecurity portfolio originally included operations, administration, and support services related to Fortinet solutions. However, the company discovered opportunities to expand its scope by setting up a 24x7 monitoring team. It started with network operations center (NOC) services, specializing in monitoring and ensuring the availability of corporate network equipment.

In 2014, it created the Gamma Security Operations Center (SOC) to provide early detection and response services for security incidents. In 2017, spurred by its customers' satisfaction, Gamma Ingenieros began its ISO 27000 certification process in order to offer more advanced services. The company is also a member of the Forum of Incident Response and Security Teams (FIRST) and has obtained certification from The CERT Division at Carnegie Mellon University, making it one of only two private SOC CERTs in Colombia.

"We wanted to adjust to our clients' financial and technical requirements to enable simplified management and to provide them with significant benefits," explains Juan David Valderrama, Director of Cybersecurity and Risk at Gamma Ingenieros. "With Fortinet technology, we were able not only to offer NOC services, but also to expand our portfolio to include SOC."

As a high-level Fortinet partner and part of the Fortinet managed security service provider (MSSP) program for its security information and event management (SIEM) solution, Gamma Ingenieros was able to secure a cost-effective architecture and infrastructure, while providing a unique service.

Iván Arenas, Business Development Director of Gamma Ingenieros, clarifies that before making a decision, the company considered several other solutions boasting different features and benefits. "We chose Fortinet, because we were able to cover all the capabilities that the market demands," he says.

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Details

Customer: Gamma Ingenieros

Industry: Technology

Location: Colombia

Business Impact

- Improved cost-efficiency of SOC architecture and infrastructure
- Increased incident visibility and responsiveness
- Simplified logging and reporting
- Expanded service portfolio by 30%
- Passed on savings to customers by offering prices 45% below market average

One Technology for Multiple Solutions

As it implemented its SOC, Gamma Ingenieros soon realized the advantages of having Fortinet solutions combined into a single platform, and more importantly, the benefits this brought its clients, who gained greater visibility, enjoyed faster response, and were offered a wider range of services. “We looked at other brands and products, but they all presented some form of management or integration complexity,” Arenas notes.

Today, the company infrastructure is based on the integration of FortiSIEM, FortiAnalyzer, FortiManager, FortiGate, and FortiNAC solutions. “We can better manage all of them, and we get support for everything from the same, single manufacturer,” Arenas says.

FortiSIEM is the company’s solution for the collection, monitoring, analysis, and prioritization of security events. It provides Gamma Ingenieros with a configuration management database (CMDB) that allows it to extend its services to handling operational availability issues. Furthermore, behavioral analytics within the product can detect attacks early, before a breach occurs that could impact the customer’s core business.

In addition, Gamma Ingenieros implemented the FortiNAC solution to completely secure the access to its customers’ information and to the Gamma Ingenieros network. On top of this, FortiGate devices can segment the network to prevent unauthorized people from accessing information. The FortiManager and FortiAnalyzer solutions (collectively known as the Fabric Management Center) enable Gamma Ingenieros to simplify NOC and SOC operations by providing turnkey central management, reporting, and automation functionalities.

The integration of the Fortinet solutions suite also helped Gamma Ingenieros to reduce staff efforts and reclaim the time previously spent on repetitive tasks. Now that these are solved quickly and automatically, teams can redirect their expertise to more complex issues and perform higher-value analyses. “Many SOCs [solutions] on the market have difficulties integrating products from different brands, which is not the case for us with Fortinet’s solution,” Arenas says. “This single solution is easy to configure and adapt to new products without having to go through a lot of development.”

Gamma Ingenieros emphasizes that a single, unified platform has been useful in that it consolidates information and generates reports far more simply, allowing the company to comply with its clients’ service agreements.

Benefits Trickle Down To Customers

The implementation of a SOC based on Fortinet technology has allowed Gamma Ingenieros to expand its service portfolio by 30%. In addition, the company has been able to transfer cost savings to its clients by working with a single supplier, resulting in a 45% drop in prices compared to average market rates.

“In these 13 years of partnership with Fortinet, in which we have worked hand-in-hand to contribute to the country’s cybersecurity, we feel supported by a solid company that invests in research and development,” comments Carolina Masso, Strategic Business Unit Manager at Gamma Ingenieros. “Our CSOC-CERT is a clear example of innovation in the service of all our clients.”

The results have motivated the company to seek out more disruptive technologies to maintain its leading market position. Gamma Ingenieros plans to add the FortiAI virtual security analyst solution to its infrastructure in order to detect network anomalies and offer artificial intelligence (AI) security capabilities to its clients. Moreover, they will include the FortiEDR service to add detection and manage response services from the SOC.

“We want to keep empowering our services to be even more effective in detection, incident response, retrieval of information, and forensic investigation,” concludes Valderrama. “With Fortinet, we are able to do this.”

Solutions

- FortiGate
- FortiSIEM
- FortiManager
- FortiAnalyzer
- FortiNAC
- FortiEDR
- FortiAI

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