

# ReliaQuest

A Fortune 500 company with several businesses and a national customer base of millions was facing increasing demands on its IT security team. Despite having a large and highly skilled security team, the company needed help. The company now has highly customized IT security protecting its operations—without having to increase the size of the internal team.



## Overview

Today, the security systems in this Fortune 500 company have evolved to more accurately detect threats. Staff members are now focused on higher-level issues, protecting the company's operations. The company achieved these results with the help of Florida-headquartered security services provider ReliaQuest and by relying on the security information and event management tool Micro Focus® ArcSight. The outcome highlights the increasing pressure on IT security teams and the willingness of companies to adopt a more proactive security posture.

## Challenge

The Fortune 500 organization's internal IT security team was managing an extremely large ArcSight footprint and needed to stay ahead of security threats. The company required assistance to efficiently monitor the many sources of data feeding into ArcSight.

**“ArcSight is designed to handle enterprise-scale logging. It's hard to throw too much data at it!”**

### BRIAN MURPHY

President and CEO  
ReliaQuest

This company is not alone. ReliaQuest President and CEO Brian Murphy confirms that many IT teams are under increasing pressure, with compliance a particular concern. “We see the legal and compliance groups coming in more and more, and taking a harder look at who has access to their data and where the information is being shared,” Murphy says.

Murphy identifies regulations such as the Health Insurance Portability and Accountability Act, and the Payment Card Industry Data Security Standard among the many standards businesses must meet. These requirements lead to direct pressure from upper management on IT teams. “At times we've had delivery managers, architects and engineers participate at board meetings [to address regulatory concerns],” he says.

## Solution

Rather than embarking on a hiring spree—a potentially costly proposition—the Fortune 500 company adopted ReliaQuest's co-managed service approach. This decision allowed them to move some of the heavy lifting to ReliaQuest, which in this case monitored ArcSight to ensure that the software was performing optimally and built use cases to improve the accuracy of alerts. The ReliaQuest team works in tandem with the customer's team, which investigates important alerts.



## At a Glance

### ■ Industry

Software & Technology

### ■ Location

United States

### ■ Challenge

To manage increasing demands on their IT security team, the company sought a solution that enabled them to protect their network without hiring additional staff.

### ■ Solution

Use Micro Focus ArcSight solutions to accurately detect threats and protect the company's operations.

### ■ Results

- + The Fortune 500 customer is now better able to secure its expanding network.
- + The IT security team is better able to understand the intent of data traffic.
- + Staff members can stay ahead of threats.

A major part of the service ReliaQuest provides is tuning ArcSight for their customers, resulting in fewer false positive alerts and saving time for the customers' IT team. ReliaQuest has created more than 300 business use cases, which they use to configure ArcSight. Murphy calls this ReliaQuest's "secret sauce" and estimates it would take some customers years to create a similar solution.

"The costs of doing this type of work are significant," says Murphy. ReliaQuest has multiple teams working varied shifts to monitor customers' networks. The company has spent years creating and tuning use cases for ArcSight.

"Imagine a customer getting the budget allocation [to do that themselves]," he continues. "It comes down to the question: are you in the business of security or making a product?"

Murphy confirms that the flexibility of the ArcSight architecture is one of its most important features. Another significant benefit is the product's ability to scale. For customers like the Fortune 500 company mentioned, the product must handle extremely large amounts of data. "ArcSight is designed to handle enterprise-scale logging," Murphy says. "It's hard to throw too much data at it."

Murphy says Micro Focus's size is another key advantage. ReliaQuest works jointly with the Micro Focus ESP Federal services team in some instances. "The Micro Focus Federal team is very good at understanding what customer requirements are from the ArcSight perspective and addressing these challenges. There is a tremendous amount of talent on the federal side—great engineers, great government sales reps and account managers," Murphy says.

## Results

By utilizing Micro Focus technology, ReliaQuest's co-managed services save customers at least hundreds of thousands of dollars a year over the cost of hiring their own security staff, depending on the size and complexity of the customers' environment.

Without the burden of having its own staff monitor every alert, the Fortune 500 customer is now better able to secure its expanding network. Staff members can focus on being a step ahead of threats, rather than merely coping with a constant stream of alerts. They can take advantage of regularly updated custom use cases, cutting edge correlation, and a proactive focus on security.

This helps customers understand the intent of data traffic, rather than simply monitoring it. "You may see activity from a certain IP address as a bad thing, but if you can measure intent, you can be more comfortable and say, 'well, we have business in that part of the world and the activity fits based on specific and dynamic parameters,'" Murphy explains.

ReliaQuest has also achieved impressive results with other customers. This includes a large hospital network in the US that delayed building its security operations center because its security team was very small. With a tight budget, the hospital needed to choose between spending money on technology or hiring more people. They purchased ArcSight and brought in ReliaQuest to provide co-management services.

In another example, Murphy references a Fortune 300 client with a very large environment who was able to save approximately 100 hours of staff time per month. And another customer

was struggling to cope with 2,000 alerts a day and only able to investigate 10 percent of them. ReliaQuest was able to reduce the number of actionable alerts to about 50 a day. A financial business customer noticed better staff retention. "We took a lot of the grind and high-volume, detailed, transactional workload off of their system and allowed their teams to stop worrying about break-fix work," he says.

Another ReliaQuest customer was sending raw feeds into ArcSight without applying use case rules and other intelligence. The system was producing a lot of noise, which Murphy likens to "a running engine, leaking oil all over the ground." ReliaQuest tuned the system, improving the customer's visibility of security threats on its network by 20 percent. This saved the customer time and provided better protection of its business operations.

These successes have contributed to ReliaQuest's aggressive growth. ReliaQuest now has offices in Miami, Atlanta, Tysons Corner, Chicago and Toronto with two security operations centers, one in Tampa, Florida, and one in Las Vegas, Nevada. Its diverse customer base ranges from Fortune 50 companies to regional healthcare organizations.

The company's success proves that treating security as a priority and not an afterthought is a way to prevent crises for a fraction of the cost. ReliaQuest is in the business of "Making Security Possible" for its customers and its partners.

**Learn More At**  
[software.microfocus.com/software/arc-sight](https://software.microfocus.com/software/arc-sight)

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