

Cybersecurity Services for Visitor Management System

PROJECT DETAILS

 Cybersecurity

 Aug 2020 - Jan 2021

 \$50,000 to \$199,999

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PROJECT SUMMARY

Forward Security Inc. developed a penetration test for a visitor management system. They created a statement of work, managed the project's budget, and worked on the web app's security landscape.

PROJECT FEEDBACK

Forward Security Inc. had an excellent approach to the project's vulnerabilities that complemented their management style. They fulfilled the client's requirements delivering positive results and demonstrating a long-term commitment. Moreover, the team was proficient in security services.



The Client


Introduce your business and what you do there.


I'm the senior enterprise security architecture, and I'm in charge of the security program protection desk.

The Challenge

What challenge were you trying to address with Forward Security Inc.?

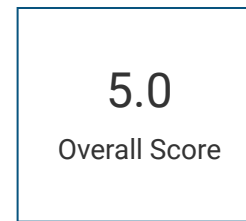
One of our compliance requirements and something that our internal policy mandated was an annual penetration test. It was an assessment or a web application pen test on our main app. We were using a number of different services, but we wanted to consolidate and run a bigger activity. We hired Forward Security Inc. as our application specialists to help us with the assessment.

 Sr. Enterprise Security Architecture, Visitor Mngmt System

 Software

 Canada

CLIENT RATING



Quality: 4.5



Schedule: 5.0



Cost: 5.0



Would Refer: 5.0



The Approach

What was the scope of their involvement?

We came to Forward Security Inc. without any information upfront. They took a look at our web app to start a scoping exercise pre-contract. Forward Security Inc. had good questions, and they were proficient at helping us scope appropriately. We had a number of budget concerns to stay with under a certain market, and they were able to find a way to drop a statement of work (SoW).

We sent the SoW, and it led to a kick-off meeting where we set out the expectations and defined the one-month period workflow. After that, Forward Security Inc. proceeded to conduct the testing that we supported in the call. They worked with us during that process to both map out the security landscape of the app and confirm any findings.

Finally, Forward Security Inc. delivered a final report of the findings. They gave us insights into the possibilities and weaknesses of not only the app, but also the approach and management that we had.

What is the team composition?

We've worked with 5–6 people throughout the entire project. Forward Security Inc. brought in people with expertise as needed. Mainly, we had one project manager, one penetration tester, and a few other consultants.

How did you come to work with Forward Security Inc.?

We did a competition — it was like a small quick contest — between local firms in Vancouver for a new feature that we were rolling out last year. Forward Security Inc. was selected to handle the project. We decided to hire them as our primary security consulting company going forward based on their performance.





How much have you invested with them?

We spent around \$55,000–\$60,000 CAD (approximately \$44,000–48,000 USD).

What is the status of this engagement?

We worked with Forward Security Inc. between August 2020–January 2021. We will be working again with them next January for other similar projects.

The Outcome

What evidence can you share that demonstrates the impact of the engagement?

The development process was our initial engagement, and we were very happy with the results and the approach Forward Security Inc. took. It was much more hands-on and involved compared to the previous company we worked with, and they provided better clarity into the nature of the problems and fixes that needed to be done. For the last round, we were pleased with the seriousness of their work and delivered results.

We had a lack of internal documentation, which held back the project. Forward Security was excellent in developing the required documentation. That was great. They were able to point out a number of vulnerabilities and weaknesses within our application and internal management approach.





How did Forward Security Inc perform from a project management standpoint?

The communication was great and well-established. Forward Security Inc. created a shared Slack channel with us to have direct communication with the testers all the time. We also had weekly touchpoints.

Forward Security Inc. used a platform called Burp Suite for penetration testing. They also had experts on our codebase, which was Ruby on Rails. I thought they used a number of open-source tools, but I couldn't remember the names.

What did you find most impressive about them?

Forward Security Inc. invested in the personal relationship with our business, and it was reflected in their approach. They set up a long-term partnership to understand our security problems better, and as a result, deliver better value.

Adding on to that, Forward Security Inc. used a standardized approach, and it was easier to be integrated into our day-to-day operations. It also helped us understand how they came up with their conclusions and consume the information they produced.

Are there any areas they could improve?

Forward Security Inc. could improve on streamlining the logistics of the documentation, template, and technology. We felt some documents weren't as well-organized as they could have been. That caused technical issues when we collaborated on them, and it was hard to maintain the document's version.



Any advice for potential customers?

I recommend being prepared to share with Forward Security Inc. as much information as people can. It's very beneficial to their partnership-style approach. Otherwise, if people share less information, they won't receive as many benefits as when they are strongly committed to the partnership.

