


IT Consulting Services for Data Integration Platform

PROJECT DETAILS

 IT Consulting & SI

 Jun 2021 - Oct 2021

 \$10,000 to \$49,999

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PROJECT SUMMARY

Forward Security Inc. has provided IT consulting services for a data integration software company. They've done application penetration testing to their product to ensure the customers' data is secure.

PROJECT FEEDBACK

Forward Security Inc. has delivered the list of issues with the software and guided the client through each item to help them prioritize and solve them. The team stands out for their knowledge and expertise in their field. Also, they're honest, thorough, and efficient in their project management.



The Client


Introduce your business and what you do there.

I work for Safe Software. I'm the software product manager for the enterprise product. Our company produces FME, which is a data integration utility that specializes in spatial data.


The Challenge

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

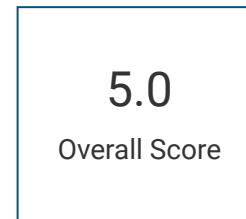
We were aiming to address any security concerns in our application. We wanted customers to have confidence that FME is a secure product for their organization.

 **Rylan Maschak**
Product Manager, Safe Software

 **Software**

 **Vancouver, British Columbia**

CLIENT RATING



Quality: 5.0

Schedule: 4.5

Cost: 5.0

Would Refer: 5.0



The Approach

What was the scope of their involvement?

Forward Security has taken the server application and done application penetration testing. Since FME handles a lot of customer data, they've looked for any security holes or backdoor access to ensure it would remain safe.

Essentially, they've looked at all the different vulnerabilities in our software through custom workflows and scenarios and exploited them and the software. The deliverable is a list of all the vulnerabilities they found with details on how to reproduce each one. They've also analyzed it using industry-standard risk levels so we could prioritize them.

As part of the initial engagement, we created a design document of our architecture so they could understand it. After that, we've just updated the document together each year.

Additionally, Forward Security has provided off-site services and an hour of workshop training for our development team members. Moreover, they help us with the overall prioritization of tasks. They have the industry knowledge to help us gauge how important these things are.

What is the team composition?

We have 3–4 people on our team. Farshad (Chief Security Officer) is our main point of contact and team leader. We have another point of contact, but they're more of a management director for the project.

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

We were looking for a company to provide application security testing. When we looked up, Forward Security was one of the top results and local. That was advantageous before the pandemic because they could come on-site.





How much have you invested with them?

It's been around \$25,000 CAD (approximately \$20,000 USD).

What is the status of this engagement?

We started working on the current project in June 2021, and it'll wrap up in October. However, we first engaged with them in 2017. We've worked together on short contract periods that last about three months.

The Outcome

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

Ultimately, we wanted to know what was wrong with our product. They didn't simply give us that list; they took the time to walk us through each item and make sure we understood the problem and how to fix it.

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

They do a great job; it's been a great process. They have a clear outline of what they'll do and how it's going to be done. We had an initial call with all their team, and they've given us a lot of time to ask any questions or clear anything up. The whole project runs smoothly, and we aren't concerned about the deliverables or timelines.

We typically use email and virtual meetings through Zoom and Google Meets to communicate.

What did you find most impressive about them?

They exhibit a high level of knowledge in their field. Also, we know they're honest and thorough. We can really trust their team.



Are there any areas they could improve?

We give them feedback, but we haven't had any major issues, so nothing comes to mind.

Do you have any advice for potential customers?

It's important to have a lead communicator and identify the technical lead from your side. Also, communication should be smooth and consistent, and you should review the scope of work and take time to make sure you understand it.

