Forward Security Inc.

Security Assessment Services for Outdoor Equipment Brand

PROJECT DETAILS

🏷 **Cybersecurity**

📅 **Aug 2020 - Nov 2020**

💲 **$10,000 to $49,999**

❝ *"Forward Security Inc.'s work ethic was the most impressive aspect of their performance."*

PROJECT SUMMARY

Forward Security Inc. provided cybersecurity services for an outdoor equipment brand. They performed different AWS security assessments and tested their QA, production, and post-production environments.

PROJECT FEEDBACK

The work that Forward Security Inc. did helped the client identify security vulnerabilities and potential breaches on their website. Beyond that, they delivered significant cost and time savings. Their experience makes them stand out among others.

The Client

Introduce your business and what you do there.

I'm the information security team lead for the company. I report to the director of support and security. We're an outdoor retailer that provides the ability for Canadians throughout Canada to take advantage of the benefits of getting outside and being involved in outdoor activities.

The Challenge

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

We were looking to address security vulnerabilities around our website. We hadn't done any prior penetration tests on it. We wanted to assess the security of our website and what improvements we need to make. Recently, we switched hosting providers over to AWS. We engaged with Forward Security Inc. to assess our website on the new hosting platform.

Information Security Team Lead, Outdoor Equipment Brand

Retail

Vancouver, British Columbia

CLIENT RATING

5.0

Overall Score
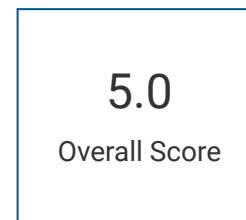
Quality: 5.0

Schedule: 5.0

Cost: 4.5

Would Refer: 5.0

The Approach

What is the team composition?

We worked with 2–3 individuals from Forward Security Inc. including, Farshad (Chief Security Officer) and Adam (Application Security Consultant) — he was the main penetration tester that worked with our web team to uncover issues and identify security vulnerabilities.

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

My manager and director had worked with Farshad in the past. I met Farshad from prior courses. I took a diploma course and a bachelor's degree at a technical institute, where Farshad taught a security course. We also looked at other companies regarding security penetration services. However, we went with Forward Security Inc. based on past experience.

How much have you invested with them?

We spent around $33,000.

What is the status of this engagement?

We worked together during the middle of COVID-19, from August–November 2020.

The Outcome

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

We measure our success in terms of passing through time spent researching and identifying security vulnerabilities and potential use cases for security breaches. They helped our team identify malicious attempts that could've led to a breach on our website.

We're a retail company and a lot of our business dealings depend on our image. Therefore, a security breach on our website would be a very big concern for us. If there was an impact on our image, it would affect our sales and customers.

They've saved us a few weeks to a few month's worth of time searching for vulnerabilities. Cost-wise, they've helped us protect our company against security breaches, which can be very costly in the long run.

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

We had a Slack channel for our web team and Forward Security Inc. to communicate and have weekly meetings. We also set up additional meetings if needed. They kept in touch every week with reports on their findings on our websites. Forward Security Inc. was very accommodating, and they handled the project very well.

What did you find most impressive about them?

Forward Security Inc.'s work ethic was the most impressive aspect of their performance. They continued finding new issues and kept in touch with us while driving the project.

They are very thorough, and they document everything. If you don't know your systems inside and out, they'll work with you to identify and understand your systems. Farshad and Adam had a lot of prior experience and could relate 100% to our environment. They identified potential avenues of attack. Forward Security Inc. knows its business.

Are there any areas they could improve?

The documentation is a double-edged sword. Working with security, you need to have the documentation of your systems for you to understand what they're doing and identify unexpected and potential malicious behavior. However, we received a few comments from our team members about the amount of documentation that was being generated.

Any advice for potential customers?

Be open to Forward Security Inc. and don't come in with a closed mindset. Be open to uncovering potential issues that you or your team had never thought of or seen before.