

Overview

As a global leader in financial technology solutions for information technology, hospitality, banking, and retail markets, NCR supplies solutions that make financial processing easier for their customers. Starting with their introduction of the cash register in 1884, NCR has been a definitive leader in financial technology innovation. Today, NCR powers technology with a digital-first strategy that helps customers evolve and transform in the cloud. As the #1 global POS software provider for retail and hospitality, and the #1 provider of multi-vendor ATM software, NCR creates software, hardware, and services that run their clients' enterprise from back office to the front end and everything in between.

Problem

Rapid cloud growth in a global organization complicated IT visibility and management, making securing NCR's SaaS PCI environment a challenge. Its existing solution wasn't able to keep pace with digital transformation, and without a unified tool, inefficiencies and security visibility gaps put their SaaS operations at risk. NCR lacked real-time visibility into servers, accounts, configurations, and potential vulnerabilities. Additionally, NCR needed to automate file integrity monitoring (FIM) for PCI compliance. While they had the tools to monitor for threats, the data produced resided in multiple tools, resulting in inefficiency and time-consuming processes for their small team.

Solution Deployed

NCR discovered that Fidelis CloudPassage Halo[®] allowed them to unify visibility, security controls, and PCI compliance under a single pane of glass. They deployed **Fidelis Halo[®] CloudSecure[™]** and Fidelis Halo[®] **Server Secure[™]** into their hybrid AWS and on-premises environment comprised of Windows and Linux servers. They use Fidelis Halo[®] to maintain continual compliance with PCI requirements for FIM. They also track CIS configurations in AWS, and software vulnerability issues across their entire environment. Because Fidelis Halo[®] automates FIM, configuration security monitoring (CSM), and log-based intrusion detection (LIDS), along with providing continuous discovery, inventory, and assessment in hybrid environments, NCR gained the unified solution that it needed to close visibility gaps and simplify security management.



Visibility



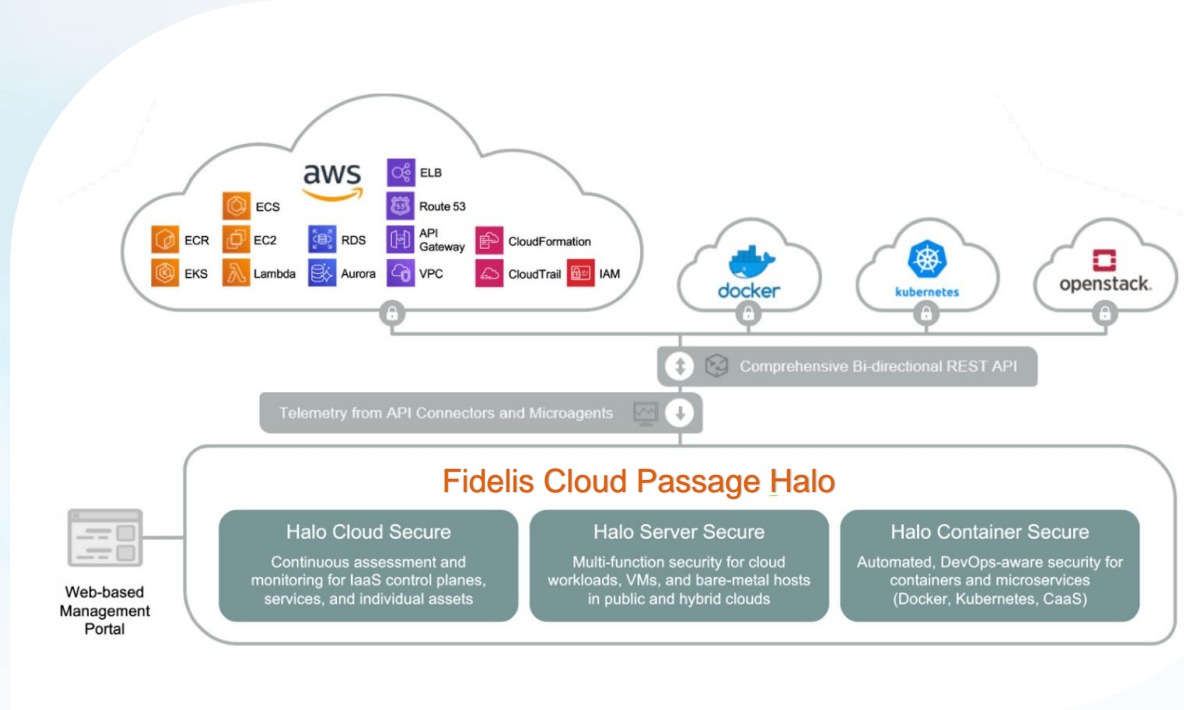
Automation



Monitoring

“Fidelis CloudPassage Halo allows us to do multiple things at once. We have visibility of the server process, accounts, and software packages. At the same we can roll out policies to monitor server configuration and track vulnerabilities on those servers too.”

Pranjal Agarwal, Information Security Engineer, NCR



Results

The full visibility and assessment provided by Fidelis Halo[®] had an immediate impact on team productivity, allowing the NCR security operations team to do more with less. With compliance automation in place, NCR noted a downward trend in misconfigurations, exposures, and vulnerabilities. The organization relies on Fidelis Halo[®] to track configuration issues and send automated reports to server owners, which helps NCR track critical issues and possible compromises in server environment, without requiring hands-on involvement by the security operations team. NCR also uses the comprehensive, bi-directional REST API to automate data consolidation and reporting.

The enhanced security posture Fidelis Halo[®] automation provides improved staff productivity. Because Fidelis Halo[®] is continuously self-updating, the team trusts that they have the latest features, including up-to-date vulnerability tracking to alert on zero-day threats. And the Fidelis Halo[®] microagent allows NCR to accelerate and improve security posture without incurring additional cloud costs, which improves total cost of ownership. With these increases in efficiency and security posture in place, NCR was able to redeploy key resources to strategic initiatives that positively impacted customer satisfaction and retention.

About Fidelis Security[®]

Fidelis Security[®] is the industry innovator in proactive cyber defense, safeguarding modern IT for global enterprises with proactive XDR and CNAPP platforms. Fidelis Security[®] consolidates IT security operations to shrink attack surfaces, automate threat detection, and accelerate analysis, forensics, and response so that organizations remain resilient through cyber-attacks and emerge stronger and more secure. Fidelis Security[®] is trusted by top commercial, enterprise, and government agencies worldwide.

