



Catholic Charities of Santa Clara County



Overview

Industry

- Charity/Non-profit

Challenge

- Defend large volume of sensitive personal information, increasingly stored online
- Sophisticated cyber attackers and rapidly-evolving, novel methods of attack
- Protect reputation as a responsible organization
- Inadequate network visibility from existing security tools

Results

- Improved understanding of user and device behavior
- Complete visibility of internal and external activities
- Alerted to threats as they occur, allowing efficient risk mitigation
- Ability to carry out in-depth investigations into anomalies

Business Background

Catholic Charities of Santa Clara County (CCSCC), founded over 60 years ago, serves more than 54,000 people in need every year and due to its affiliation with Catholic Charities USA, is part of the country's largest social services network. The charity works with community-based organizations, interfaith allies, government representatives and business leaders in order to achieve its overarching goal of reducing poverty in Santa Clara County.

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Will Bailey, Director of IT, CCSCC

Challenge

Charities, such as CCSCC, are increasingly connected due to their online information systems and computer networks. Thus, CCSCC recognized the need to improve their cyber security solution in order to be able to handle today's threat landscape.

The charity manages large volumes of highly confidential medical, housing and financial information of the people it serves. To maintain its reputation as a responsible organization, CCSCC was keen to adopt a technology capable of defending its critical data from novel, rapidly-evolving cyber-threats and insider threat, whether malicious or non-malicious.

CCSCC had found that its existing security tools were inadequate in providing the level of network visibility the charity required. Given the large number of employees and volunteers constantly connecting to its network, the charity needed a better overall understanding of their behaviors and activities.

Solution

The effectiveness of Darktrace's Enterprise Immune System was clearly shown during a brief Proof of Value period, where the self-learning technology detected and reported ransomware actively attacking the charity's network from within, which none of the charity's other security tools were able to spot. The threat was handled immediately and its damage was prevented.

Darktrace's technology is capable of real-time threat detection due to its foundation of machine learning and mathematics developed by specialists from the University of Cambridge. It quickly learns a network's 'pattern of life' by modelling the behaviors of each user and device as well as the network as a whole.

Using this dynamic and adaptive understanding of 'self', the technology alerts the charity to any behavior or activity that deviates from the norm. Therefore, genuinely anomalous activity is reported to the charity's IT security team, allowing it to carry out further investigation and mitigate any risk posed.

Benefits

Thanks to Darktrace's award-winning immune system technology, CCSCC is now alerted to cyber attacks as they occur allowing the charity to execute risk mitigation quickly and efficiently. The charity's IT Security Team is now more confident in the knowledge that potential threats from the inside and even 'unknown unknowns' won't go unnoticed.

Additionally, CCSCC is now utilizing the Threat Visualizer interface, which provides it with a 3D graphical overview of its entire network, enabling the charity to witness, in real-time, all internal and external activity. Crucially, the IT security team has the ability to carry out in-depth investigations into anomalies using the interface's pragmatic features.

"Darktrace's Enterprise Immune System can detect threats that no other security tool would find. The machine learning technology is totally unique," said Will Bailey, Director of IT, CCSCC.

"The technology delivers a core cyber defense that is specific to our network. As we use the Enterprise Immune System and drill down into the anomalies it presents to us, we can tighten parameters, modify the criteria for anomalous activity, verify behaviors which actually are legitimate and, in general, implement best practices."

About Darktrace

Named 'Technology Pioneer' by the World Economic Forum, Darktrace is one of the world's leading cyber threat defense companies. Its Enterprise Immune System technology detects previously unidentified threats in real time, powered by machine learning and mathematics developed at the University of Cambridge, which analyze the behavior of every device, user and network within an organization. Some of the world's largest corporations rely on Darktrace's self-learning appliance in sectors including energy and utilities, financial services, telecommunications, healthcare, manufacturing, retail and transportation. The company was founded in 2013 by leading machine learning specialists and government intelligence experts, and is headquartered in Cambridge, UK and San Francisco, including offices in Auckland, Boston, Chicago, Dallas, London, Los Angeles, Milan, Mumbai, New York, Paris, Seoul, Singapore, Sydney, Tokyo, Toronto and Washington D.C.

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