



Case Study

Here's a case study that's been evolving for over five years now. American Access Casualty is an auto insurance provider based in Downers Grove, Illinois. This organization serves clients in five states. Since 1999 American Access has been a leader in providing non-standard auto insurance to hundreds of communities. RAM Communications has served AACC as a key telecommunications advisor now for over 10 years.

Security Questions that Needed Answers

The AACC Management Team has been well aware of the need to minimize cyber security risks for years. As a company responsible for individuals private data, AACC knows it must keep its information protected from cyber criminals. Back in 2015, their security system needed improvements in several key areas. Key network assets were not visible to the MIS Team. This made it very difficult for anyone to determine security threats throughout the entire network. Early detection monitoring was also not working at the level needed with AACC's security vendor. At the time, management had a difficult time analyzing security performance because reports were not easy to find or use. Ultimately, AACC's MIS Team wasn't certain all of its assets were properly monitored or secure.



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American Access Casualty Company

In 2015 American Access approached RAM and asked our team to help them explore security alternatives. American Access knew they needed an outsourced vendor who could provide a) complete network visibility b) a proven Early Detection and Response system c) 24-hour machine and human surveillance and d) periodic strategic planning with security adjustments.

RAM researched and interviewed several known players in the cybersecurity business. It just so happened that our best recommendation was a vendor we already utilized - Masergy Communications. At the time, Masergy was rapidly evolving its cybersecurity division. RAM paid a visit to their Security Operations Center in Plano, Texas to interview and learn more about Masergy's offering. After a year of research and discussion American Access decided to give Masergy the opportunity to prove its capabilities.

Security Assessment

Masergy's security assessment program was a key step in establishing itself as the top player. The month-long assessment was offered free of charge and revealed a lot of information for the MIS Team that was previously unavailable.

Results

Five years later American Access and Masergy have an efficient partnership in place. The Masergy Team is in lock step with the American Access MIS Team to ensure the security system is keeping pace with their evolving network needs. Threat monitoring and response is in place and providing the visibility, reporting and risk management American Access needs to stay ahead of the cybersecurity curve.

“Over the last 20 years RAM has helped us with advice and service for our telecom providers, telephone systems, private data networks and network security. RAM has been there when we needed them, from being the point in the installation of our MPLS, to providing the “push” to get vendors moving and even rolling up their sleeves to analyze costs for us. Could not have done it without you.” – **Chris VanAllman, Network and Security Manager for American Access**



Part of Masergy's award-winning service includes a Detection and Response system 12-years in the making. American Access utilizes these Masergy tools to help ensure its assets are monitored and protected as much as possible. In the event of an intrusion, Masergy can isolate and stop a potential attack before any significant damage occurs on the network.



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