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**vumetric**  
CYBERSECURITY

# PENETRATION TESTING IN PHARMACEUTICAL

## CASE STUDY

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# Penetration Testing for Pharmaceutical Testing Firm

## PROJECT DETAILS

 Cybersecurity

 Dec. 2021 - Jan. 2022

 \$10,000 to \$49,999

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*"They kept us informed during the whole testing process told us what they'd be doing every step of the way."*

## PROJECT SUMMARY

A pharmaceutical testing firm was looking to fortify their software and system security, so they hired Vumetric Cybersecurity for their internal penetration testing and cybersecurity consultation.

## PROJECT FEEDBACK

Vumetric Cybersecurity was able to accomplish their tasks and deliver them in a timely manner. They also provided a transparent report to improve the client's system, and internal stakeholders were particularly impressed with the quality and professionalism of their personnel.







## The Client

Introduce your business and what you do there.

We're a pharmaceutical testing company that services the top 10 pharma companies worldwide.

I'm the director of compliance and information services, and I'm in charge of all the equipment that we use for the actual testing of our drug products, as well as all the IT infrastructure.

-  **Mirko Bicanic**  
Director of Compliance, Nucro-Technics
-  **Research**
-  **51-200 Employees**
-  **Ontario, Canada**

## The Challenge

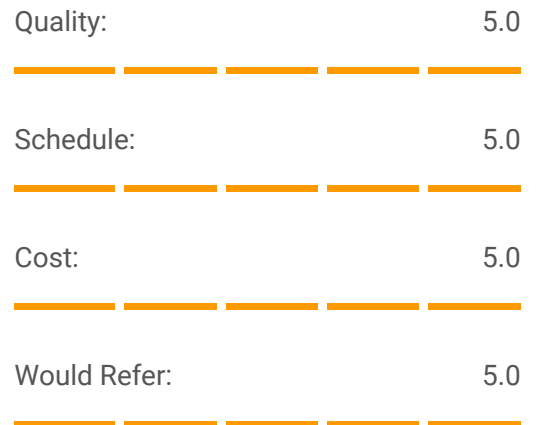
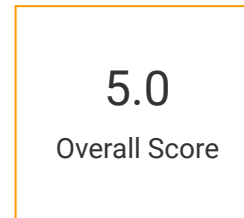
What challenge were you trying to address with Vumetric Cybersecurity?

We house a lot of our data in-house and we wanted to make sure that our infrastructure is secure, leaving no possibility of anybody trying to get in.

We've got firewalls in place and certain other services that we run in the background for viruses, malware, and everything else.

However, we still needed an extra sense of security to make sure that everything is working correctly given the current political climate. If we're infiltrated, we want to make sure that we're aware of any possible exposures that could be vulnerable to outside attacks.

### CLIENT RATING





## The Approach

### What was the scope of their involvement?

We hired Vumetric Cybersecurity to check the internal and external penetration testing to make sure that all of our firewalls and everything else is in place and to mitigate any potential cybersecurity threats.

The firewalls and VPNs were already configured in our system, but they made sure to set it up correctly to prevent any potential loopholes or vulnerabilities.

They initially informed us that there were some ports that were possibly exposed, so we closed them up and tightened up other security issues – we've also got some other feedback from them to help alleviate any threats.

To do the internal penetration tests, they set up a server on one of our computers internally and did the testing on our systems. Apart from that, they checked our email to ensure that our 170 employees didn't click on anything suspicious, and give us a better understanding of their activities.

### What is the team composition?

There were three people involved, including two IT specialists to help set up our system.





## How did you come to work with Vumetric Cybersecurity?

I looked around and found about five companies that did the same thing as Vumetric. I got some information online and talked to all the other parties, who were trying to sell me products to improve my system.

Vumetric Cybersecurity was more hands-off and gave me the impression that they would do the actual testing because they already offered the services we were looking for.

We went to Vumetric because they had competitive pricing, and they didn't try to sell me anything, but instead focused on offering me their diverse services.

## How much have you invested with them?

We spent between \$13,000 – \$15,000 CAD (approximately \$10,300–\$11,900 USD) on their services, which was quite reasonable.

## What is the status of this engagement?

We reached out to them towards the end of December 2021 and started collaborating together around mid-January.

It took them about seven days to complete all the internal and external penetration testing and email testing.





## The Outcome

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

Vumetric Cybersecurity executed all the work and gave me a full report of my shortcomings, including any issues and what I can do to mitigate them. We set up a meeting with three people from my company, including my bosses, and we went through each one of those possible issues and what we can do to resolve them.

We were quite happy with the results and with what they found. We're now almost halfway through fixing our issues and prioritizing anything of high risk. Apart from that, we actually found that we didn't really have any critical risks, but did have a couple of highs, a few moderates, and several low ones for both internal and external testing.

### How did Vumetric Cybersecurity perform from a project management standpoint?

They were excellent from a project management standpoint. Once they had the green light, they told us to get together on a specified date. They kept us informed during the whole testing process told us what they'd be doing every step of the way.

We initially spoke over phone calls but afterward, we just exchanged emails back and forth between three of their people and three of mine.

### What did you find most impressive about them?

We were impressed with their personnel and their consistent communication. Furthermore, they also offered their help for anything we may need in the future.

I will possibly be using them again sometime later this year for another penetration test to make sure we rectify all our shortcomings.





## Are there any areas they could improve?

There was nothing they needed to improve on because I was impressed with their staff and services – there were no delays and everything went smoothly.

## Do you have any advice for potential customers?

To get the most out of the engagement, I recommend you keep your communications open. They sat down with me to get all our information and gave me a thorough quote and in the end, I was comfortable with what they were going to be doing, and everything followed suit during the process – my boss and I were happy with the results. It was a win for us and hopefully for Vumetric as well.

