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vumetric
CYBERSECURITY

PENETRATION TESTING IN TRANSPORT TESTIMONIAL

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Website & API Penetration Testing for Transportation Company

PROJECT DETAILS

 Cybersecurity

 Jun. 2021 - Ongoing

 \$10,000 to \$49,999

“

“They have good technical people and good account managers.”

PROJECT SUMMARY

Vumetric Cybersecurity provides penetration testing services for a transportation company. They've tested and evaluated the firm's website and API. They also now have a three-year contract with the client.

PROJECT FEEDBACK

The company has determined issues on their website, and they've fixed problems on their API. The client praises Vumetric Cybersecurity's responsiveness. The team has provided their technical expertise to the client while managing their relationship well. Their resources also submit reports on time.



The Client


Introduce your business and what you do there.


I'm the technical lead for the zoning system operations at Transurban Group.


The Challenge


What challenge were you trying to address with Vumetric Cybersecurity?

We've hired Vumetric for various reasons. The first one is the yearly penetration test required for PCI compliance. Then, we've also asked them to further test and assess the security of our website's API.

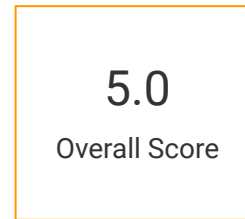
 Manuel Ortega
Technical Lead, Transurban

 Transportation

 1,001-5,000 Employees

 Quebec, Canada

CLIENT RATING



Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0





The Approach

What was the scope of their involvement?

Initially, we reached out to Vumetric and shared information about our business and network. We supplemented that with documentation describing our IT structure. The goal was for them to conduct internal and external IP testing for us. Then, when the work was started, we provided them with access to our internal network via a VPN. When then provided them with workstations where they could access the tools necessary to do all the testings.

Once all of those were set up, they started the internal and external penetration tests. Afterward, the team provided us with an executive report of the results. The report detailed their findings and all the vulnerabilities they found. We used that report as a working document to improve our network security.

At present, we've engaged them for a three-year contract to do penetration tests for us over the coming years. The next penetration test is in June–July 2022.

What is the team composition?

Our first main point of contact was Felix (Customer Success Manager), but we've since switched to Ken (Account Manager), who handles our three-year contract with Vumetric.





How did you come to work with Vumetric Cybersecurity?

I found Vumetric through Google. For context, we dealt with a different company in Alberta, Canada. When we tried to engage them, we had some problems; they were difficult to hire during the post-COVID-19 pandemic era. As a result, I went ahead and researched companies. I was looking for a company based in Quebec, Canada – we always tried to engage local businesses – and then we found Vumetric.

As part of our due diligence process, we contacted them. They then provided us with a quote. After surveying 2–3 other vendors, we decided to go with Vumetric because of their professionalism and proposal. They also had a good price.

How much have you invested with them?

We've invested around \$46,000. As a breakdown of that, we've spent around \$10,000 on the penetration test and another \$10,000 on other tests. Then, the three-year contract we've signed costs around \$26,000.

What is the status of this engagement?

Vumetric did the first penetration test in June 2021, but we established the three-year contract in January 2022. We intend to keep using their services in the future if everything goes well.





The Outcome

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

We measure success based on several things. First, we've been able to address internal issues on our website. The site's external portion is fairly secure, but the internal network has had issues. We've used the document that Vumetric presented to establish a remediation plan with our network team. We've started tackling their findings; we hope to have solved the issues once we do penetration testing again.

Meanwhile, with the intervention of Vumetric, we've also identified a few vulnerabilities in our API. During the tests, we've had 3–4 cards – we've been able to correct these and reduce them down to zero.

How did Vumetric Cybersecurity perform from a project management standpoint?

We normally communicate through email. Our teams have also had a couple of meetings. The Vumetric team has also been responsive; they get back to us within a business day or two. The reports they've done have also been on time.

What did you find most impressive about them?

Vumetric facilitates business well. The other security companies we've worked with in the past have been highly technical, but they don't have good management – account management isn't the strength of those companies. They're so focused on the technical aspects of the project that they leave the development of client relationships behind.

By contrast, Vumetric has managed both the technical aspects of the project and our relationship at the same level. In other words, they have good technical people and good account managers. Others have great technicians, but they don't have a clue on how to deal with their customers.





Are there any areas they could improve?

They can improve the clarity of their reports for non-technical people. This isn't a problem for me, but other people might not understand the reports. On top of that, they can also follow up more with us in terms of API testing. Doing follow-ups can also help them generate more business.

Do you have any advice for potential customers?

Vumetric is a solid company in every aspect, so expect to be served well. Work with them and provide the information that they need to do their jobs correctly. If you give them the details they need, they'll do a good job.

