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- Michael Kamens
Information Security Officer
WGBH

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Number of Employees: 1,000

Location: Boston, MA

Perimeter E-Security Solutions:

- Managed Firewall
- Intrusion Detection and Prevention (IDS/IPS)
- MailSafe™ Email Encryption

Benefits of Perimeter:

- Perimeter protects WGBH supporters' important data and helps the company comply with new, more stringent data laws.
- Three IT staffers who previously spent 60 percent of their time managing the firewall now only dedicate about 10 percent to it.
- WGBH now focuses internal resources on other projects.
- The nonprofit estimates it increased security by at least 300 percent – a level not possible on its own.

WGBH:

WGBH INCREASES SECURITY BY '300 PERCENT' WITH PERIMETER AS A PARTNER

Challenge: Protect PII per Massachusetts Data Protection Regulation (201 CMR 17)

If you watch Public Broadcasting Service (PBS) shows, chances are you've seen programs produced by Boston's WGBH. The nonprofit is PBS's single largest producer of Web and TV content, creating more than two-thirds of its national primetime programming, including Masterpiece, NOVA, Frontline, Antiques Roadshow, and Curious George.

As a public broadcaster, WGBH largely relies on donations from its audience. As such, the company must have solid security measures in place to protect any personally identifiable information (PII). With the recent introduction of MA 201 CMR 17, WGBH faces even stricter compliance requirements regarding the storage, transmission and destruction of PII. The new more comprehensive laws mandate security measures to be in place to prevent breaches, in addition to requiring notification if breaches occur.

In 2009, Michael Kamens joined WGBH as Information Security Officer. He brought more than 30 years of experience in IT Risk Management, IT Auditing and security from Fortune 500 companies. Faced with the MA Data Breach Law, WGBH tasked him with implementing policies and procedures, and proper employee training in order to comply.

When Kamens arrived, WGBH had a firewall, email spam filtering and authentication processes for PII, but lacked the 24 hour monitoring of their firewalls and needed to install an intrusion detection and prevention system critical for compliance. Additionally, the email monitoring was really a spam filter and was not meant to provide adequate PII controls.

“WGBH support comes from donations and today most people utilize credit cards when making pledges. The driving force from the executive level was to make sure that we're protecting both employees and our supporters' personal information necessary to be in compliance.” Kamens said.

PERIMETER E-SECURITY: 'LEADER IN THE CLASS'

Given the 24/7 nature of WGBH's operations, the foundation needed around-the-clock, real-time monitoring that was impossible to achieve with its in-house IT staff and infrastructure. WGBH determined that regardless of the cost to invest in and maintain additional hardware, they still could not rise to the level of expertise Perimeter would bring to them.

WGBH wanted to outsource its email security, firewall and IDS/IPS for the continuous monitoring and specific expertise an outside provider could offer. Outsourcing would give Kamens and the organization an extra level of security – and peace of mind.

From his years as an IT Security Auditor in the financial sector, Kamens already knew about Perimeter E-Security, which provided security for some of those he had audited. Though WGBH interviewed other providers, Perimeter's technology and people inspired greater confidence, with the Perimeter team continuously looking out for any possible risks.

“In all my years of IT security auditing, I always felt that Perimeter was the leader in this class,” Kamens said. “I felt we would get the best service.”

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C W S D Case Study



“When you balance all things, Perimeter is money well spent. We feel with the service we get and the partnership we have, we have no issue recommending Perimeter. They’re a partner with us, not just a vendor.”

- Michael Kamens
Information Security Officer
WGBH

ABOUT MICHAEL KAMENS, JD, CISM

Michael has over 25 years of information technology and management experience including project management, business analysis, network and security management, regulatory compliance (GLBA, HIPAA, MA Privacy Law, etc.) and IT SOX auditing. Michael is a former global network security manager for a Fortune 500 firm with 118 locations in 30 countries and was responsible for network infrastructure and security, including the development of IT security policies and Sarbanes-Oxley audit procedures. Michael also has extensive experience in IT control evaluation and risk assessments, data security, disaster recovery, and vulnerability and penetration testing.

SUPPORT NEXT TO NONE

WGBH initially implemented Perimeter’s MailSafe™ Email Encryption, which inspects all email and automatically redirects messages that contain sensitive content through a secure, encrypted channel. The nonprofit sets its own rules regarding policies and PII, and MailSafe enforces them, ensuring that all employees comply with set security and compliance guidelines.

“MailSafe really added an unbelievable layer of security for us,” Kamens said. “It allows us to have a much higher feeling of security that email leaving here does not contain PII.” Pleased with the encrypted email service, WGBH also turned to Perimeter for managed firewall and IDS/IPS. Perimeter monitors the firewall continuously from its Security Operations Center with a team of more than 150 security engineers and notifies the organization immediately of any issues and takes the necessary actions.

Perimeter’s IDS/IPS takes it a step further with proactive monitoring not just for known threats. Additionally, the technology uses behavior-based analysis to identify other malicious activity. The Perimeter team catches anything questionable and reports back to WGBH immediately.

To date, the reliability of Perimeter’s team has lived up to expectations. When WGBH needed to find the source of a threat, a Perimeter engineer was on the phone in minutes and stayed on until the organization identified the source.

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WELL WORTH THE INVESTMENT

Perimeter gives WGBH the level of security it needs to protect both supporters’ and employees important data and comply with the new, more stringent laws. In an unexpected benefit, the addition of MailSafe™ also created greater security awareness among employees, who have embraced the new technology and measures.

“With Perimeter, our level of security has definitely increased, at least 300 percent,” Kamens said. “We knew we could never bring that level of security up as high on our own.”

An additional benefit is that our internal resources can focus on other projects. Three IT staffers who previously spent 60 percent of their time managing the firewall now only dedicate about 10 percent to making new requests and reviewing log activity.

Such stringent compliance requires an investment that WGBH can’t afford not to spend.

“When you balance all things, Perimeter is money well spent,” Kamens said. “We feel with the service we get and the partnership we have, we have no issue recommending Perimeter. They’re a partner with us, not just a vendor.”

ABOUT PERIMETER E-SECURITY

Perimeter E-Security is the trusted market leader of information security services that delivers enterprise-class protection and compliance. Through its cost-effective and scalable SaaS platform, Perimeter offers the most comprehensive compliance and security solutions that include: end-to-end secure messaging solutions, managed security services, vulnerability management and security consulting services. For more information about Perimeter, visit www.perimeterusa.com.

Outsourcing: WGBH’s Criteria

1. When outsourcing, perform the due diligence to find a solid company that can grow with you.
2. When bigger problems arise, does the provider have the higher-level tech staff available immediately to troubleshoot properly?
3. Does your provider know the hardware inside and out, and can it handle failover?

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