

# AKIBIA'S VULNERABILITY ASSESSMENT SERVICES

# CASE STUDY

NETWORK AND SECURITY SOLUTIONS

Enabling Your IT Infrastructure

Brainshark, a provider of on-demand presentation solutions, helps its customers deliver business communications that are both powerful and convenient. More than 600 world-class companies rely on Brainshark's software as a service (SaaS) offerings to communicate critical information to employees, customers, and partners. Both Brainshark and its customers share the mutual goal of achieving the highest level of IT security and data protection.

## Brainshark Validates the Security of Its SaaS Solutions with Akibia

### THE CHALLENGE

Brainshark is often asked by its prospects to provide documentation validating the security of its SaaS applications. Brainshark's customers are some of the largest organizations in the world, and they use Brainshark within their daily business communications for marketing, selling, training, and other corporate communications. Their customers' security standards are high and Brainshark makes it a priority to meet and exceed these requirements.

During the negotiation and prospecting stages of the sales cycle, Brainshark's sales team is often asked by customers for third party documentation or "proof" of the company's strength of security. While Brainshark knew its systems were secure and could prove it with its own documentation, customers often required verification from an external company.

"To address customer and prospect questions, we needed to undertake a third party security assessment," said Arnie Greenfield, vice president and CTO of Brainshark. "One of our main requirements was that the company was a well-respected and experienced organization whose name would resonate with our clients and prospects. Akibia met our requirements, and the requirements of our customers."

### THE SOLUTION

Akibia's Vulnerability Assessment and Penetration testing procedures are based on industry best practices perfected over hundreds of engagements at client sites. For Brainshark, Akibia conducted a three-pronged assessment, including vulnerability tests, a port scan and penetration testing. The



#### INDUSTRY

Technology

#### CHALLENGE

Brainshark needed to validate the security of its offerings to meet customer requests.

#### SOLUTION

Vulnerability Assessment from Akibia's Security Consulting team

#### BUSINESS BENEFITS

The vulnerability assessment provides external validation that Brainshark's solutions are secure.

vulnerability assessment included tests for SQL injection, cookie manipulation, access control weaknesses, session state, and cross-site scripting. The focus of the tests was to identify host as well as application security concerns.

Once the assessment was completed, Akibia and Brainshark partnered to review the results, discuss remediation of the few non-critical concerns the assessment brought to light, and complete a report to be delivered to a specific customer that had requested a meeting to review security.

The client was quick to applaud the work of Akibia's security team and Brainshark, and expressed satisfaction with the results of the security assessment. "Our customer was very comfortable with the results of the assessment. The client was already confident in the ability of our solution to improve business productivity, now with confidence in our security posture, the client can truly achieve maximum benefits from our solution," added Greenfield.

#### THE BENEFIT

As a result of the security assessment by Akibia, Brainshark now has peace of mind that comes with an expert, third-party validation of its security policies. Its customers also trust the results of the assessment, and are investing further in leveraging the Brainshark solution.

"We now have a 'stamp of approval' from one of the top security consulting organizations to confirm

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Arnie Greenfield, vice president and CTO of Brainshark

the security and integrity of our solutions. This goes a long way in easing our sales cycle and ensuring continued customer confidence in the security of our solutions," said Greenfield.

## About Akibia, Inc.

Akibia, a Zensar company, provides innovative Infrastructure Management solutions that enable leading companies worldwide to optimize, secure, manage and support their mission-critical infrastructure. As an independent advisor, Akibia partners with our customers to deliver solutions that improve the availability, reliability and performance of their data center, network and security infrastructure. Using its multi-shore capabilities, Akibia combines expert consulting, integration and support services with world-class customer service to help IT organizations reduce costs, increase efficiencies and manage risk in the data center. For more information visit [www.akibia.com](http://www.akibia.com).



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