CASE STUDY

Taking Flight

With its bustling terminals, zig-zagging flight patterns, and hordes of roller-suitcase-toting executives, an international airport represents the zenith of global commerce. But its sophistication belies major vulnerability.

Trustwave®

Client Spotlight

One of Western Europe's major airports located in the middle of the European Union, this client plays a critical role in ensuring the efficient movement of and goods and services across the globe. The airport oversees 400,000 annual takeoffs that whisk roughly 30 million passengers to destinations near and far.

The Challenge

The airport depends on a very complex IT network that manages everything from logistics and baggage transfer to catering services and cleaning. As a result, it's like a modern Rube Goldberg machine: One tiny system outage can produce a domino effect that results in stranded passengers and lost suitcases. The airport's extensive network, therefore, must remain operational at all times.

> *"We required a proven solution that ensures the highest level of security against Web attacks, known and unknown, which often elude traditional security measures"*
>
> – Airport vice president of operations and services

Many of the airport's systems use Active Content technologies (e.g., JavaScript, VB Script, ActiveX, Java Applets) to display and update constantly changing information like flight schedules—technologies that have proven vulnerable to sophisticated attacks. Adding to the complexity, the airport uses a data connection to allow the Customs Authority, Immigration Authority and Ministry of the Interior transfer information efficiently—and its security is paramount.

The Solution

To secure its IT infrastructure without impeding business operations, the airport needed a solution smart enough to distinguish between legitimate and malicious Active Content. A one-size-fits-all solution wouldn't cut it, either: The security team needed the ability to create specific security policies that could be applied to different user groups.

Unlike options provided by other security providers, Trustwave Secure Web Gateway's real-time technology was able to break down Active Content code and understand its true intent. This ability, combined with Trustwave Secure Web Gateway's comprehensive suite of other security features and policy flexibility, has protected the airport from a wide range of threats for 15 years—without any downtime for its critical systems.

Industry Threat

Not long ago, one airline was forced to cancel multiple flights in the wake of a cyberattack against its ground computer systems. The airline's chief executive warned that any carrier could be similarly victimized. In another incident, a hacker informed the FBI he was able to take control of a commercial airplane's engines by hacking into its inflight entertainment. Accordingly, a survey found 85 percent of airline CEOs see cybersecurity as a significant concern.

> *"A secure IT infrastructure is paramount to ensure efficient operations and to enhance our passengers' overall experience"*
>
> – Airport data loss prevention solutions specialist

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