

Your World Recruitment Group Uses ObserveIT to Combat Insider Threats

Staffing Agency Avoids Succumbing to Common Industry Risks by Investing in User and Data Activity Monitoring

Case Study Summary

The recruitment industry is a popular target for a variety of data attacks, because these organisations tend to possess valuable databases full of sensitive information regarding candidates and employment opportunities. Additionally, most small and midsized recruiters cannot afford to invest in massive security operations centers (SOCs) or in-house compliance departments, opening them up to significant risks.

Your World Recruitment Group sought a solution that would enable their small IT team to catch and respond to attempted data exfiltration and other risky behaviours in a timely, user-friendly, and effective manner. They turned to ObserveIT because the platform is easy to use, even without deep security training or a large team, and identifies threats graded by severity without requiring a ton of fine-tuning and hands-on alert management.

Their Challenges

Valuable Data at Risk

The recruitment industry has high turnover, and with employees moving frequently from organisation to organisation, data has a tendency to travel in unauthorised ways. This, combined with the vast amount of sensitive candidate and employment data in play, makes the industry a hotspot for data exfiltration and other forms of insider threat.

A Lean Organisation

Your World Recruitment Group's five-person IT department is tasked with a wide variety of responsibilities, from technology implementation and management to data security to GDPR compliance. It's a lot for a small department to manage, and there was not much extra time leftover to actively monitor for insider threats. This is a common theme for many small and midsized recruitment agencies, and can open them up to insider threat risk.

GDPR Requirements

While recruitment is not beholden to many compliance regulations, they must uphold the new GDPR. This requires maintenance of confidentiality, secure data practices, detailed audit trails, and breach notifications, among other rules that can be difficult to follow without robust tools.



ABOUT THE COMPANY

Your World Recruitment Group is a global staffing organisation, providing high-calibre careers to experienced professionals worldwide. Their specialisation is in the healthcare industry.

// Before ObserveIT, it was the Wild West. We relied on email archives, and there was no context behind threat information. There was a lot of deniability. Now we can piece together what happened and come up with hard evidence when we need it."

*~ Simon Knox, IT Director,
Your World Recruitment Group*

The Solution: ObserveIT

Safeguarding Valuable Data

- Unparalleled visibility into user activity and data movement
- Detection of users attempting to exfiltrate data through removable media like USBs, keyboard shortcuts like copy/paste or print jobs
- Investigations take 1–2 days vs. weeks previously

Running A Lean Security Organisation

- Small department is able to continuously monitor for suspicious behaviour
- Able to delegate aspects of the responsibility to teams outside the IT organisation
- Empowered to run a lean, yet effective, security program

Meeting GDPR Requirements with Ease

ObserveIT helps Your World Recruitment Group meet a range of GDPR requirements without hiring more full-time employees, including:

- preserving data confidentiality
- implementing protective measures
- producing detailed audit trails

Positive Business Outcomes

ObserveIT has helped the organisation identify and put a stop to several potential insider threats, including:

- A user attempting to defraud the organisation via falsified business expenses
- Users creating fake email accounts to impersonate candidates in an attempt to change bank details and ultimately steal money from the organisation
- Rampant sharing of credentials, which could lead to intentional or accidental data leakage

Additionally, the IT organisation is able to use ObserveIT to proactively reinforce their security policy via user reminders popping up in apps like WhatsApp, email clients, and CRMs.

Overall, ObserveIT has empowered Your World Recruitment Group to successfully manage their insider threat risk without a massive overhead investment in security personnel and tools. The team is able to run lean while feeling confident in their ability to catch intentional and accidental threats, maintain GDPR compliance, and protect their business and reputation.

// ObserveIT has had a lot of benefits we weren't even anticipating, such as seeing what people were doing when there was a query or disagreement. We value the ability to see when people are doing things they definitely shouldn't be doing."

~ Simon Knox, IT Director, Your World Recruitment Group