



Sutton and East Surrey Water

Sutton and East Surrey Water Chooses ForeScout CounterACT™ for Real-time Network Visibility, Internal Security Compliance and Control Automation

INDUSTRY

Water supply services

ENVIRONMENT

240 employees and 500 endpoints across 12 locations

CHALLENGE

- Need to maximise internal security compliance by gaining more enhanced visibility and control of authorised and unauthorised devices and software on its network

SOLUTION

- Agentless solution that is simple to use, requiring minimal manual overhead
- Non-intrusive installation and operation, easily integrating with SESW's existing network
- Out-of-box functionality for automatic identification of devices, users and software, flexible policy actions, and alerting and reporting

RESULTS

- Comprehensive, real-time visibility of internal network
- Clear dashboard showing endpoint compliance status of SESW's IT estate
- More rapid internal threat identification and remediation
- Integration with McAfee to help ensure appropriate AV configuration across endpoints

Overview

Sutton and East Surrey Water (SESW) supplies drinking water to approximately 670,000 residents in 284,000 properties in East Surrey and parts of West Sussex, West Kent and South London. Covering an area of 835 square kilometres (322 square miles), SESW supplies, on average, 160 million litres of water per day; a figure that can rise to 220 million litres on a hot summer day.

Business Challenge

Sutton and East Surrey Water required a solution to gain more comprehensive network visibility and network access control (NAC) for its 240 employees and 500 endpoints across 12 locations.

SESW's internal requirements of the solution were:

- Dynamic network visibility of authorised and unauthorised devices and software
- Continuous endpoint vulnerability assessment and remediation
- Identification and control of inappropriate wireless access
- Policy-based limitation of network ports, protocols and services by invoking controls that could easily integrate with SESW's existing network infrastructure
- Interoperability with McAfee to better ensure appropriate endpoint protection, such as anti-virus configuration, across the internal estate
- A roadmap and monitoring tool for internal security compliance
- Centralised repository for IT asset data

Why ForeScout?

When it began the search for a solution to provide network visibility and control, SESW approached its long-standing IT integration partner, BlueFort Security. BlueFort recommended ForeScout CounterACT™ and offered an on-site Proof of Concept (PoC) to the SESW IT security team. The water company assessed CounterACT's suitability and found that it delivered broader functionality than the benchmark requirement.

"Like all organisations, we have a limited IT security budget and have to ensure that we maximise any IT security investment," said Michael Cock, Group IT manager of Sutton and East Surrey Water. "Once we identified ForeScout as a potential solution we found that there were very few direct comparators in the market — certainly nothing with the same scope. The price and breadth of CounterACT provided strong advantages over alternative solutions that we evaluated."

David Henderson, business development director of BlueFort Security, said, "CounterACT provided SESW with the ideal platform from where data security and compliance could be quickly measured, and controls easily implemented. The PoC trial moved seamlessly into production within a matter of weeks and is now a cornerstone of the SESW team's IT security framework."



CounterACT maximises our network security and requires minimal manual overhead, which reduces both risk and costs. It also ensures we achieve strong levels of security policy compliance, which is essential.

— Michael Cock, Group IT Manager, Sutton and East Surrey Water

The ForeScout Difference

Key differentiators that contributed to SESW's overall success:

- Real-time visibility of authorised and unauthorised devices and software on the network
- Integration into existing security solutions
- Minimal manual overhead

Business Impact

Real-time visibility and risk management

SESW needed a network security solution that would provide an inventory of authorised and unauthorised devices and software. Michael Cock commented, "In the quest to make our internal network security as strong as our external network security, our primary concern was to source an auditable and complete IT discovery tool. Prior to ForeScout we used a number of disparate tools for asset discovery and audit, and a significant amount of manual work was required to collate all of the data, which introduces risk. The ForeScout solution eliminated this problem and the fact it is so much more than an audit and discovery tool added real value to us."

Policy Creation and Enforcement

SESW has created a range of custom security policies using CounterACT, including:

- To block unauthorised, or non-compliant, devices and users
- To ensure endpoint compliance, e.g. antivirus is installed, running and up-to-date on all endpoints
- To block malware attacks on the network; threat prevention
- To block unauthorised applications, e.g. instant messaging and peer-to-peer
- To automate audit reporting

In addition, SESW has created a custom policy to identify dual homed network cards. Michael Cock explained, "The danger is that we have a device sitting on our internal network which is also

wireless enabled, meaning our internal security could be compromised via an external Wi-Fi network. In this instance, we use CounterACT to disable the device's wireless capability, thereby protecting our internal network.":

Reduced manual overhead

One of SESW's selection criteria was for a solution that was simple to use, (i.e. requiring minimal manual overhead.) Michael Cock explained, "Many IT solutions, particularly security, require constant assessment and re-assessment of rules and the output from those rules — our IPS is a particular example of this. My ideal world solution is one that automatically delivers all of its benefits, and ForeScout is not far from this."

Security Product Integration

ForeScout's ControlFabric™ technology enables CounterACT and other IT systems to exchange information and mitigate a wide variety of issues. SESW capitalises on these opportunities by integrating CounterACT with their McAfee ePolicy Orchestrator® (McAfee ePO™) centralised security management software and anti-virus solutions.

Looking Forward

To Sutton and East Surrey Water, CounterACT is more than just network access control, and the organisation offers the following advice for other UK utility companies looking to implement a NAC solution:

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Learn more at
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