

Arcadis NV

“helps shape the world,” protected by AT&T Managed Threat Detection and Response

- **Business needs** - International design consultancy firm sought to enhance network security and centralize monitoring.
- **Networking solution** - AT&T Managed Threat Detection and Response service monitors, analyzes, and addresses security incidents.
- **Business value** - Turnkey service helps enhance security, reduce complexity, and free staff to focus on core responsibilities.
- **Industry focus** - Global design and consulting
- **Size** - 28,000 people in 70 countries

About Arcadis NV

Arcadis is a leading global design and consultancy organization for natural and built assets. It helps clients achieve exceptional, sustainable outcomes. In addition to deep market-sector insights, Arcadis provides services for design, architecture, consulting, engineering, project management, and much more. The organization also supports UN-Habitat. This United Nations program promotes the development of sustainable human settlements and adequate shelter for all.

The situation

Project coordination software and digital delivery have revolutionized the way Arcadis does business. They have also introduced new elements of cyber risk. The organization's ongoing growth added another layer of complexity to the mix. Many departments from acquired businesses managed their own security. Arcadis needed an industry-leading cybersecurity vendor to provide centralized security monitoring for its global organization.

Solution

AT&T Managed Threat Detection and Response delivers centralized security monitoring to help protect Arcadis's global enterprise. The service provides proactive security monitoring, alarm validation, incident investigation, security orchestration, and incident response automation 24/7. The powerful deployment has become the foundation for Arcadis's cybersecurity platform.

Faster, smarter, and more efficiently

Innovation is an important aspect of Arcadis's storied history. The design and consultancy corporation was founded in the Netherlands in 1888. Today, it uses technology in creative new ways to deliver for its clients. The multibillion-dollar corporation has long believed in doing things faster, smarter, and more efficiently for a single goal: improving quality of life.

The career path of James Carter, the corporation's Global Cybersecurity Risk Manager, is an excellent illustration of Arcadis's unique approach. His journey to this pivotal position was decidedly different from that of most information security professionals. "My degree and my background are in landscape design," Carter said. "But in one of my first jobs the client needed somebody who understood both landscape design and computing technology for a specific Computer-Assisted Design project. That's how I started in IT."

He quickly shifted into working in information technology full time. He began by writing code and managing and maintaining embedded systems. When Arcadis purchased the company he was working for, Carter continued working in IT.

Expanding his expertise into cybersecurity was a logical next step for Carter. "I became interested in not just the technical aspects of security, but the business and the organizational aspects as well," he said. "Rather than just being another tick box on a list of things you have to do to turn up a new IT system, security has actually become an enabler of the business."

"The biggest security challenge we face is the very rapid digitalization of deliverables."

James Carter

Global Cybersecurity Risk Manager, Arcadis NV

Digital transformation creates cybersecurity risks

The company's innovative work has propelled international success. Progress, of course, brings new challenges. "Arcadis has grown by our acquisitions," Carter said. "It's become a large and complex organization."

To operate more effectively, the company was an early adopter of digital technology. Today, Carter noted, data has shifted from being a byproduct of doing business to a reason for doing business. "Data plays a crucial role in Arcadis's 2030 vision," he said. "So our focus is forced towards capturing and keeping data in a compliant and reusable format if we are to be successful as a digital front-runner."

Their digital innovation has "presented profound challenges in the areas of security and privacy," Carter said. "This has resulted in the growth of local and

international legislation and regulations regarding the handling of information.”

“The biggest security challenge we face is the very rapid digitalization of deliverables,” Carter added.

“Managing and maintaining the security of an organization as it moves from a traditional design consultancy or engineering consultancy into a company that is doing digital delivery is definitely the biggest challenge. And it’s one that all organizations are facing.”

Arcadis’s continuous growth added another layer of complexity because many of the company’s new departments continued to manage their own security. Carter saw the need to step back and consider the whole picture. They needed to centralize security for the entire organization. He and his team began researching solutions that would enable them to manage these challenges.

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A compelling case for managed security

AT&T has long provided global support for Arcadis’s infrastructure, including its virtual private networking, LAN/WLAN environments, remote access service, servers, and storage. However, Arcadis cast a wide net as it sought proposals that would give the company enhanced security, control, and visibility into its IT ecosystem.

After considering plans from half a dozen global cybersecurity suppliers, Arcadis chose AT&T Managed Threat Detection and Response to help detect and act on threats with 24/7 security monitoring.

“AT&T came up with a very attractive proposal that certainly covered all our must-haves,” Carter said. “The pricing was attractive, but it wasn’t the main driver. It was a huge advantage that AT&T also provides our infrastructure. Beyond that, they made a compelling case for the technology and the capabilities that they were bringing into our security environment.”

Arcadis was able to avoid the cost of building and maintaining its own security information and event management (SIEM) structure. “The thing that was really good for us was that we weren’t just buying a SIEM service,” Carter said. “We were buying a managed security service. It was far better to buy a recognized and market-leading product and have AT&T manage it for us.”

Built on the AT&T Unified Security Management (USM) platform and continuously fueled with threat intelligence from AT&T Alien Labs™, AT&T Managed Threat Detection and Response delivers centralized security monitoring with asset discovery, vulnerability assessment, behavioral monitoring, a network intrusion detection system (NIDS), and more. The service provides 24/7 near-real-time event monitoring and analysis of security incidents for response across Arcadis’s global enterprise.

Analyst expertise and threat intelligence

AT&T Managed Threat Detection and Response has changed Arcadis’s approach to cybersecurity, Carter acknowledged. “I hate to use the phrase, but it has

given us that ‘single pane of glass,’ holistic view of all aspects of the organization,” he said. “We are definitely aware of things now that we just didn’t have visibility of before.” He believes Arcadis would have spent significant time and money had it chosen to build its own SIEM.

In addition to giving Arcadis enhanced understanding, the service from AT&T Cybersecurity has enabled its IT team to concentrate on the internal process of incident management and remediation rather than the time-consuming but necessary task of triaging and weeding out the false positives. “And AT&T also brings into the platform the expertise of its analysts and the wealth of threat intelligence from all its other customers,” Carter said.

The service significantly enhances protection for Arcadis’s assets. “Our role is to keep Arcadis safe,” Carter said. “And one of the ways we can do that is by making sure that we have good detective controls.”

A high level of trust

The cybersecurity service greatly simplifies network operation for Arcadis. “The advantage for us, and the advantage I would promote to other people in using AT&T Managed Threat Detection and Response, is that it was a turnkey service,” Carter said. “There’s a lot of complexity in getting it up and working because it’s a complex thing. But from our point of view, we didn’t have to deal with that. The project management support and delivery process were well designed and well tested, which was a huge advantage. We didn’t have to spend a long time building the infrastructure. We could hit the ground running.”

Carter believes that Arcadis’s relationship with AT&T has led to a high level of trust. AT&T has always been forthright about what its services can do and what they’re not designed to do. “I like the honesty when we talked to AT&T,” Carter said. “Nobody was saying, ‘This will do everything. It’s going to solve all your problems.’ They were honest about what the service did and what it didn’t do, what it was good at and what it wasn’t designed to do.”

Arcadis’s cybersecurity professional considers the relationship with AT&T an important asset. “It’s pleasing to not just be seen as an account,” Carter said. “We like dealing with somebody that’s interested in the success of what we’re trying to do, rather than just seeing it as something else that can be sold to us.”

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