



CASE STUDY

LGA Telecom helped Cannon Far East transform its Network, Endpoint, and Email Security

Cannon Far East is a wholly-owned company of the Cannon Group, which provides worldwide industries with dedicated engineering for reactive polymers processing technologies (polyurethanes and composites), thermoforming, steam & water solutions and industrial automation.

Cannon Far East, headquartered in Singapore, started its operation in 2000 and is ISO 9000 certified. In order to be close to the market, speak the local languages and provide prompt technical support to the local industries, Cannon Far East subsequently set up its own offices in China (Beijing, Shanghai, Guangzhou), Taiwan, Malaysia, Thailand, Vietnam and Indonesia, while also handling the rest of the countries in South East Asia directly.

In 2005 Cannon Far East established a manufacturing base in Zhongshan, Guangzhou province, China — Zhongshan Shinnon Machinery Co. Ltd. Since then, Shinnon Machinery has delivered several plants and simple PU machinery to the Chinese market, further strengthening the presence of Cannon in China.

Customer's Landscape of Challenges

Without an advanced network security system in place, its infrastructure was open to sophisticated security threats and risks.

With the increasing rate of cybersecurity attacks, Cannon Far East faced ransomware issues and needed a next-generation managed security solution that not only protected its entire network infrastructure but also ensured endpoint security at multiple layers.

Additionally, Cannon felt vulnerable to security breaches and hackers as the company continued to grow exponentially in an ever-increasing complex IT landscape.

They needed security expertise and enterprise-grade endpoint security management for better safeguarding and network resilience.

Since the customer did not have dedicated experts in endpoint security, there was no threat detection & response framework for endpoint devices and users. Also, they had minimal to zero visibility into the company's security infrastructure. They could not monitor or analyse any vulnerabilities, malicious content or unauthorised users trying to pass through their network.



"LGA helped us strengthen our overall security posture. Their next-generation managed security solutions and services have transformed the way we addressed cyber threats and attacks. Providing better visibility into our network and endpoint operations, complete control over security policies, and advanced protection against email threats, LGA helped us transform our business with a holistic approach to cybersecurity."

- Law Bing Hui, MIS Executive

Details

Customer: Cannon Far East Pte Ltd

Industry: Industrial Products

Sub-Industry: Machinery & Equipment

Key Industry Sectors Served: Industrials

Value Addition

- Improved internal business processes and organisation-wide efficiency with Microsoft 365

The anti-virus solution customer was using did not provide complete control over endpoint security.

Earlier, Cannon Far East used different security solutions for server and client PCs, Trend Micro Server Protection for servers and NetShield anti-virus for client PCs. It therefore became difficult for the customer to get timely and dedicated support from two different vendors.

Since a local on-premise management server in Singapore managed the anti-virus solution, limited VPN bandwidth and offline unavailability led to maintenance issues and increased security vulnerabilities. Moreover, the anti-virus solution used an old signature-based technology to detect viruses, making servers and client PCs vulnerable to zero-day ransomware/malware and non-malware advanced attacks.

Email accessibility was also a significant concern.

The customer had its on-premise email server that allowed the workforce to connect and access their business email. However, the users had to configure a VPN in order to connect to the email server (set up in the Singapore office), which made email accessibility very inefficient.

LGA's Next-Generation Solutions

LGA provided a comprehensive suite of managed security solutions to Cannon Far East for end-to-end protection of its network infrastructure, endpoint devices, and email system.

NetDefense Dual-Core (NDDC) Solution for Next-Generation Managed Network Security

LGA implemented its NetDefense Dual-Core solution across Cannon Far East's infrastructure for comprehensive network security, eliminating service or operational outages at all times. NDDC operates with one firewall, one switch, two routers, and two internet connectivity links (dual source), backed up by LGA's robust Security Operations Centre (SOC). This ensure full network redundancy as two different telco infrastructure is used to avoid a single point of failure.

LGA executed the entire process end-to-end, from the solution setup to its implementation into the customer's existing systems.

LGA Endpoint Standard Solution for Multi-Layered Protection

LGA's VMWare Endpoint Standard (formerly known as CB Defense) was set up and integrated into Cannon Far East's IT ecosystem for both server and client PC protections.

The cloud-managed solution provided the customer with 24/7 endpoint security protection, monitoring services, including threat analysis, security events log management, proactive alerting and response to potential breaches. With VMWare Endpoint Standard in place, LGA's team monitored user activities to identify suspicious or unusual activities and alerted the customer before the user could perform any unauthorised software installation or updates in their devices. For example, if a user downloaded any illegal software, the IT head or admin was immediately notified.

Additionally, Endpoint Standard's next-generation anti-virus (NGAV) employed file reputation and heuristics, machine learning and behavioural analysis models to investigate endpoint activities and block malicious attacks before they could breach the customer's critical systems.

LGA also backed Cannon Far East's security framework by implementing AI-powered Fortinet FortiSandBox to safeguard the business from ransomware, rapidly evolving zero-day vulnerabilities, crypto-malware, and more.

- Easy collaboration led to enhanced user productivity as the remote workforce could access emails and data from anywhere, everywhere
- LGA's comprehensive, 24x7 support proactively resolved all the tickets related to service inquiries and technical issues

Solutions

- NetDefense Dual Core (NDDC)
- VMWare Endpoint Standard
- Fortinet FortiSandbox
- Microsoft 365 & Advanced Threat Protection

Microsoft 365 Solution for Collaboration & Email Security

LGA empowered Cannon Far East with Microsoft 365 and its advanced email threat protection capabilities.

As the customer wanted to extend its collaborative and email capabilities within a secure environment, LGA advised the basic plan of Microsoft 365 and helped configure Microsoft Advanced Threat Protection (ATP). With the implementation of Microsoft 365 email and collaboration solution that is supported globally, Cannon Far East's users could access their data files, email, etc. from overseas office and travel places faster.

Business Impact: Key Benefits Garnered by the Customer

Enhanced Security Control and Visibility at the Endpoint Level

LGA's Endpoint Standard Solution facilitated Cannon Far East with cloud-native endpoint security monitoring and management. This ensured secure endpoint operations such as software and hardware installations, network connectivity, user logons, data transfers, and more. More importantly, Endpoint Standard helped the customer gain complete visibility into their endpoint security events for faster threat detection, response and resolution.

Leveraging the solution features such as flexible security policies, prioritised alerts, attack chain visualisations, etc., the customer had complete control over the endpoint's protection tailored to its organisation's needs.

Comprehensive Network and Email Security

Cannon Far East was able to strengthen its network security ecosystem with LGA's NetDefense Dual-Core and SOC-as-a-Service.

With the extended technological capabilities of NetDefense Dual-Core and state-of-the-art Security Operations Centre (SOC) run by our experienced security experts and analysts 24/7, the customer attained a resilient, secure environment for uninterrupted execution of business operations.

On the other hand, Microsoft 365's Advanced Threat Protection (ATP) transformed the customer's email security system. The integrated protection service fortified the organisation throughout the lifecycle of any advanced attack like email compromise or credential phishing.

"Microsoft 365 proved to be more secure and a cost-efficient solution for our company as compared to our on-premise email servers. Its advanced threat protection provides amplified protection and remediation against virus or malware attacks on our local/on-premise devices and email systems."

Significant Cost Reduction

Cannon Far East was able to cut back on hardware setup and maintenance costs with the implementation of Microsoft 365.

Leveraging the benefits of this innovative productivity cloud solution and LGA's enterprise-grade managed services for email operations, the customer did not have to worry about data backup or pay for on-premise hardware maintenance as all of its data was stored on the cloud.

Contact Us

LGA Telecom Pte Ltd
33 Ubi Avenue 3
#08-53 Vertex (Tower A)
Singapore 408868

Tel (65) 6892 2308
Email: sales@lgatelecom.net
Website: www.lgatelecom.net

