CASE STUDY
BETSSON WINS THE GAME WITH WEBSENSE® SECURITY

From its origins as AB Restaurang Rouletter which opened its first casino in Gothenburg, Sweden in 1963, Betsson has emerged as a leading operator of online gambling products and games including Sportsbook, Casino, Poker, Scratchcards and Bingo. Since 2006, Betsson has operated from Malta and now has over 7.000,000 registered users.

LOCATION: Malta

INDUSTRY: Online Gaming

PRODUCTS USED: Websense® TRITON® Enterprise

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>
> - Valdimar Oskarsson, Chief Security Officer

Online gaming generates massive international flows of customer and financial data, 24 hours a day. Naturally, any public leaks of information are disastrous for an operator's reputation so Betsson chose to address its security requirements by choosing Websense TRITON.

Betsson's Chief Security Officer, Valdimar Oskarsson, explains that in the online gaming world, there is huge competition with many operators competing for the same group of customers. At Betsson, the key customer data is an email address which forms their online ID. Consequently, says Oskarsson, the Data Loss Prevention (DLP) features of TRITON are crucial to everyday operations: "Our DLP requirements are relatively quite simple but we need to protect our ID data as robustly as possible. Customers are our most valued asset and make our business what it is so we do not want their information to be stolen or accidently leaked."

INTERNAL THREATS

Before installing TRITON Enterprise, Betsson had little visibility on data movements surrounding its prize asset – the email address database. Once monitoring began, it became clear that the main threat did not arise from hackers or financial cybercriminals but from its own staff.

Oskarsson comments: "We simply did not know if any leaks were occurring but after installing TRITON, we recognised leaks were originating internally. Some employees were targeted by competitors but others operated alone. They were told that if they sent a database file to an anonymous email address, they would be rewarded. As a result, thousands of addresses were copied onto a USB stick to sell to competitors. We know it happens and it has happened before but, without TRITON, we were in the dark."

CHANGING ATTITUDES

With the TRITON solution in place, Oskarsson says he is more relaxed as CSO. Live data is encrypted and well protected in locations where it cannot be easily copied: "We're much more confident because we can see what's happening to our sensitive data. We're not blocking anything, we're just monitoring activity and

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seeing what is happening. If we find something suspicious, we ask 'Why are you doing this?'" Oskarsson notes that staff attitudes have already changed: "Now, people are asking how to do things correctly before they start because they know the network is being monitored and any questionable activity will be recorded."

WEB SECURITY

Although DLP protection was the priority for Betsson, web security is another important factor. As an exclusively online business, Oskarsson says, there are no threats specific to the online gaming world but that they mirror other transactionbased businesses such as banking. With web security in place, Betsson employees have the freedom to explore the internet, including social media, while remaining protected by real-time security. Using the Threatseeker technology embedded in TRITON, Betsson is protected against malware that may, amongst other things, target strategy plans, marketing information and intellectual property. Oskarsson also mentions the threat of money-laundering for which a dedicated department monitors everyday transactions and large withdrawals.

SUCCESS

Oskarsson takes a pragmatic view when analysing the success of his investment in TRITON; "Some may say security is expensive. I think it's cheap as the cost is approximately the same as one cup of coffee per employee per month. From the first time Betsson apprehended even one incident of someone selling customer data, the system has paid for itself."

NEXT STEPS

Betsson has over 1000 endpoints on its network to which the TRITON solution is being rolled out over the next few months but mobile security is the next big issue, says Oskarsson. BYOD devices, including employees' own mobile phones and tablets, are a concern as they can still access company networks. A comprehensive BYOD policy, featuring data encryption, will be implemented shortly.

GETTING ATTENTION

After a relatively short time, TRITON has shown its capabilities and that has attracted the attention of Betsson's management, says Oskarsson – "It has opened their eyes. Before we had TRITON, nobody could see the threats so people tended to think there were no threats. Once the Executive Board were shown what risks we face, they listened and were convinced we have to do something about them. Very simply, we had a number of incidents before and we didn't know about it. Now, with TRITON, we not only know about them, we can truly address them."

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