

## NEXAGATE SDN BHD

# Leveraging Cloud-based Tools for Managed Web Security Services

Frost & Sullivan Case Study Series

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## GLOBAL BUSINESS SERVICES

Globally, organisations that are optimizing their internal processes recognize the value of shared services or outsourcing models to achieve operational excellence and consistent user experience. By outsourcing non-core activities, companies now have the opportunity to focus more on value-added aspects of their business such as R&D, innovation and branding, while relying on experts in the field to manage the non-core areas. Based on Frost & Sullivan estimates, the global shared services and outsourcing (now known as Global Business Services) market is expected to grow at a CAGR of 6.5% to reach US\$625 billion by 2017.

Malaysia is emerging as a prominent player in the area of Global Business Services (GBS). Backed by strong government support, the booming sector has significant advantages to drive the industry further by attracting investments, and evolving to become a regional hub. This will help global companies consolidate their non-core operations and rationalise costs.

Through MDeC’s Multimedia Super Corridor (MSC) Malaysia, the government has supported the growth of the sector. The table below provides a snapshot of MSC Malaysia’s GBS sector.

REVENUE	REVENUE GROWTH	NO. OF COMPANIES	JOBS CREATED
<b>RM13.9 BILLION</b> (as end of 2014)	<b>36%</b> revenue growth in the year 2014 over 2013	<b>343 MSC GBS</b> companies (as on 2014)	<b>76,989</b> value-add jobs created by MSC GBS companies (as on 2014)

## MALAYSIA: UNIQUELY POSITIONED

Malaysia possesses some essential characteristics that make it unique and strategically relevant to become an important GBS hub to organisations aiming to incorporate GBS as a part of their business costs rationalisation.

 Positive Business Environment	 Government Support (EPP)
 Location Advantage	 Political Stability
 Excellent Physical Infrastructure and Utilities	 IP Protection
 Multilingual Competencies	 Attractive Tax Rates
 High-Speed Broadband	 Talent Pool

RANKS  **18<sup>TH</sup>**

Ease of Doing Business (2015)  
- World Bank

 **3<sup>RD</sup>**

Global Services Location Index (2004 - 2015) 11 years in a row  
- AT Kearney

 **6<sup>TH</sup>**

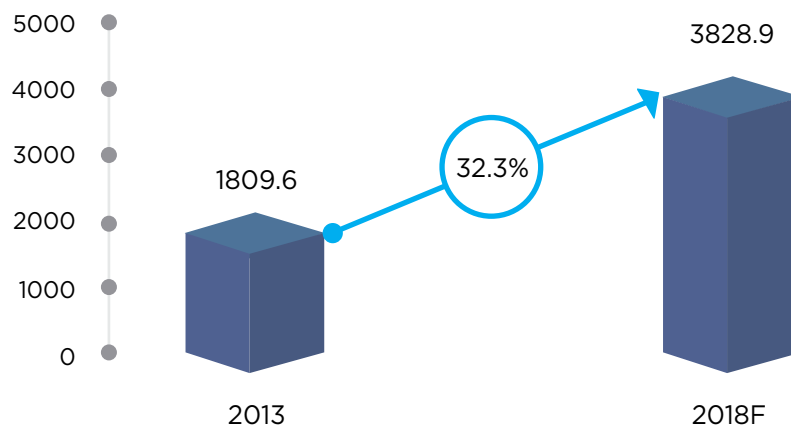
Global Competitiveness Index (2014) (6 in APAC/20 in the world)  
- World Economic Forum

# MANAGED WEB SECURITY SERVICES: PROTECTION IN THE CLOUD

Managed Security Services (MSS) or Network Security Services is a systematic approach that supports the management of an organisation’s security needs. The service is either carried out in-house or outsourced to a service provider. Standard MSS include 24/7 monitoring of a company’s network, intrusion detection system and alarms, firewall systems, response management to emergencies, security audits and assessments, and patch management to monitor and deploy security patches and upgrades.

In an age where cyber threats are becoming more sophisticated, targeted and persistent, even the slightest lapse in security can prove detrimental to a business. Companies are under growing pressure to tighten security access to their networks. While larger companies rely on in-house infrastructure to tackle these threats, small and medium enterprises (SMEs) depend more on cloud-based managed security systems to protect their data in a cost-effective manner. Based on Frost & Sullivan estimates, the managed security services market size is expected to reach USD3.8 billion by 2018 and to register a CAGR of 16.2% between 2013 and 2018<sup>1</sup>.

**MSS MARKET REVENUE FORECAST FOR APAC (2013-2018)**



Source: Frost & Sullivan

<sup>1</sup> Allied Market Research

## HOW MSS CAN ADD VALUE TO BUSINESSES

A Managed Security Service Provider (MSSP) aims to minimise the risks and liabilities of managing the security capabilities of its customers. An effective MSS provides continuous threat monitoring, and enhances system capabilities, drives compliance and achieves security efficiencies. Some of the benefits and business advantages are:

<p><b>COST REDUCTIONS</b></p>	<p>By adding security services, most companies are likely to increase their security levels, helping to reduce and control IT and labour costs.</p>
<p><b>EXPERIENCE &amp; EXPERTISE</b></p>	<p>MSSPs are able to attract, motivate and hire highly-skilled security experts by offering ongoing training and having in-depth experience in incident handling.</p>
<p><b>EFFECTIVENESS &amp; PERFORMANCE</b></p>	<p>MSSPs provide 24/7 coverage and support monitoring and management of security for businesses with up-to-date systems and the latest technology. MSSPs are able to offer higher effectiveness and performance on security for organisations.</p>
<p><b>ADHERENCE TO COMPLIANCE</b></p>	<p>Since the MSSPs' focal point is security for their clients, they offer broad knowledge of legal requirements and industry standards as well as cater to security and compliance issues and requirements.</p>

# NEXAGATE'S CLOUD-BASED CUSTOM SECURITY SOLUTIONS

Nexagate provides solutions specialising in Network, Information Security and Managed Cloud services including:

## INFORMATION SECURITY SERVICES

Enhancing business IT security posture, facilitating compliance, reducing information security risk and improving business operational efficiency.

- **ISMS/ISO 27001 Consulting** - Guide the process of establishing, implementing, maintaining and improving a management system to the requirements of the ISO 27001 specifications.
- **Security Posture Assessment (SPA) & Penetration Testing** - Assist in preparing for real-world security threats and achieve the level of network security necessary for accomplishing business objectives.
- **Data Loss Protection (DLP)** - Support organisations in developing a high-level strategy and roadmap to locate, identify, categorise, and protect critical data.
- **Managed Security Services (MSS)** - Enhance threat management and monitoring capabilities, drive compliance and achieve security efficiencies.

## NETWORK & IPV6 SERVICES

Uniquely qualified to build, extend and upgrade business networks to ensure it is protected, up-to-date and high-performance.

- **IPv6 Consulting & Deployment** - Cooperate with the client's ICT team to plan, design, implement, and optimise the essential components of its IPv6 network.
- **Network Audit & Assessment** - Provides a detailed audit and analysis on the current state of the business network.
- **Network Design Consulting** - Helps service providers to design, implement, and optimise their networks for confident operation and rapid returns on infrastructure investments.

## MYNEXA CLOUD SERVICES

Provide rich end-to-end cloud management solutions and services.

- **MyNexa Cloud** - A breadth of solution designed specifically to relieve the client from the complexity of deploying highly efficient infrastructure for their applications.
- **MyNexa Security** - Accelerates and secures the client's web applications through better visibility, control and administration.
- **MyNexa Media** - Delivers high quality video contents to the client's audiences effectively, enhancing their marketability and increasing profit through monetisation.

## CLIENT SUCCESS STORY

**Client** - Malaysian Department of Social Welfare (Jabatan Kebajikan Masyarakat Malaysia or JKMM)

The Department of Social Welfare was established in 1946 and evolved through many phases in fulfilling its role in national development. As a government agency with an important role in social development, JKMM has been placed under the Ministry of Women, Family and Community Development.

<p><b>PROBLEM FACED/ BACKGROUND</b></p>	<p>As part of delivering on this mission, JKMM needed to maintain a secure, high performing, and resilient nationwide web presence 24x7. The agency offers numerous online applications on its website visited by thousands of users daily.</p> <p>With such a high-visibility site offering critical information, JKMM needed to take necessary measures to ensure unfailing site availability and web performance. To avoid directly addressing the complex and potentially costly web security, scalability, reliability and performance for such a far-reaching online presence, JKMM decided to look to a third-party solution.</p>
<p><b>CLIENT CONSIDERATIONS</b></p>	<p>JKMM highlighted the main requirements for choosing a MSSP:</p> <ul style="list-style-type: none"> <li>○ Dedicated expertise in cyber threat identification, monitoring and mitigation, so companies can focus IT resources on core business initiatives and better control IT costs.</li> <li>○ Real-time analysis of alerts to detect threats faster.</li> <li>○ Protect legitimate traffic by reducing occurrences of false positives.</li> <li>○ Build a secure infrastructure while keeping site functionality and performance intact.</li> <li>○ Always-on monitoring that ensures an immediate response to any cyber attack; eliminating the need to set up in-house 24/7 security operations centre and hire web security experts.</li> <li>○ Access to industry-leading security expertise from SOC technicians on the frontlines of the threat landscape as part of an affordable managed web security services package.</li> <li>○ Ongoing assessment and maintenance of web security solutions to adapt quickly to rapidly changing cyber threats, business requirements and industry trends.</li> </ul>
<p><b>SOLUTION</b></p>	<p>Nexagate’s MyNexa Security service gives the client access to Nexagate security experts and security event monitoring that proactively alerts clients on observed threats to their web applications and portals.</p> <p>Features included in the service are:</p> <p><b>Website Security</b></p> <ul style="list-style-type: none"> <li>○ Cloud-based Enterprise-Grade Web Application Firewall (WAF)</li> <li>○ Advanced Bot Protection</li> </ul>

### Content Delivery Network (CDN)

- Intelligent Content Caching
- Content and Transport Optimisation

### DDoS Protection

- Comprehensive Protection Against Any Type of DDoS Attack
- Transparent Mitigation
- Automatic Detection and Immediate Triggering
- DNS DDoS Protection

### Vulnerability Security Assessment

### Security Configuration Review

### Backdoor Removal

With the Internet threat landscape rapidly evolving, Nexagate's Managed Web Security Services enables JKMM to review, optimise and monitor website defences, and react quickly to potential threats through proactive security event monitoring and security incident response. All incoming traffic to the JKMM network is filtered by the MyNexa Security that automatically detects and blocks DDoS attacks.

## KEY BUSINESS BENEFITS

Nexagate's MyNexa Security is an essential component of JKMM's security infrastructure. By using MyNexa Security's cloud-based service, JKMM is achieving concrete benefits such as:

- **Peace of mind:** MyNexa Security's blanket website security enables JKMM's IT team to focus its efforts and resources on business support rather than infrastructure.
- **Security expertise:** Using MyNexa Security's expertise to handle website security and performance issues allows JKMM to save on in-house IT resources and costs.
- **Cost-effective:** MyNexa Security's cloud-based all-in-one solution allows JKMM to enjoy enterprise-grade service levels without having to purchase, manage and integrate multiple services and appliances.
- **Improved performance:** MyNexa Security safeguarding the JKMM site, has increased overall transaction speed by 40%. JKMM attributes the improvement to localised SSL termination with MyNexa Security, together with persistent connections to the JKMM backend.
- **Transparent mitigation of DDoS attacks:** MyNexa Security protects the JKMM web application from DDoS attacks without any impact on its user base.

**CLIENT QUOTE/  
TESTIMONIAL**

*“MyNexa Security’s comprehensive and instant DDoS protection was a perfect fit for our application. In the event of an attack, we need immediate protection. We cannot afford to wait until our admin detects an attack and turns on the protection. MyNexa Security gave us everything we needed, at an affordable price, for protecting a web application of our scale.”*

Malaysian Department of Social Welfare

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## FROST & SULLIVAN COMMENTARY

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“Nexagate is fast-evolving to become an influential participant in the Managed Security Services market in Malaysia, adding services to its portfolio such as Data Leak Protection solutions and cloud-based services focusing on Cloud Web Security and Content Delivery Networks. With a strong background in security services and established clientele, Nexagate is well-positioned to play a leading role as an IT solutions provider in the region.”





Nexagate Sdn Bhd is a fast-growing Technology Consulting and Services firm that specialises in Network, Information Security, and Managed Cloud services. We are ISO27001-certified; all our services are developed with Security and Data Integrity at the forefront of our service delivery.

We have established a reputation for providing top-notch network and information security consultancy to industry leaders, which includes organisations across verticals such as telecommunications, public sector, banking, education and media.

## COMPANY FACTSHEET:

<b>COMPANY NAME</b>	Nexagate Sdn Bhd
<b>CORE BUSINESS</b>	Technology Servicing Firms
<b>SUB-SECTOR FOCUS</b>	Network, Information Security and Cloud Services
<b>MAJOR CLIENTS</b>	Government Agencies, Banking & Telco
<b>COMPANY PRESENCE</b>	Malaysia
<b>NUMBER OF EMPLOYEES</b>	13 employees

## COMPANY CONTACT DETAILS

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## ABOUT MDeC

The Multimedia Development Corporation (MDeC) was incorporated in 1996 to strategically advise the Malaysian Government on legislation, policies and standards for ICT and multimedia operations as well as to oversee the development of the Malaysian Multimedia Super Corridor (now MSC Malaysia). MSC Malaysia became the platform to nurture the growth of Malaysian Small and Medium Enterprises (SMEs) in the IT industry whilst attracting participation from global ICT companies to invest and develop cutting-edge digital and creative solutions in Malaysia.

In 2011, 15 years after the introduction and successful implementation of MSC Malaysia, Multimedia Development Corporation (MDeC)'s mandate was broadened by Prime Minister to include driving Malaysia's transition towards a developed digital economy by 2020 through Digital Malaysia. Following this, in 2012, Digital Malaysia was officially unveiled as the national transformation programme to achieve this aim.


Founded on three strategic thrusts, Digital Malaysia is a natural progression to harness the building blocks already laid by MSC Malaysia. It will drive wealth creation, stimulate efficiently and enhance quality-of-life by harnessing and building upon Malaysia's varied ICT initiatives, resulting in a nation that connects and empowers government, business and citizens through a vibrant and demand-focused digital ecosystem.


MULTIMEDIA DEVELOPMENT  
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