Bitdefender®

TUI Benelux sends malware on a permanent holiday with Bitdefender NTSA

THE CHALLENGE

TUI Benelux operates with three data centers equipped with redundancy and approximately 160 IT staff. "Like any other organization with a large number of customer transactions and dealing with sensitive data of customers, information security is paramount at TUI," says Theo Kip, IT Risk and Compliance Officer at TUI Benelux. "Naturally all our endpoints such as PCs and laptops have antivirus software installed and our networks and servers are protected with firewalls and other cyber security measures. Still, we found that we could do even better."

A recent update of the Dutch law on Personal Data Protection and, in its wake, the obligation to report data leaks, gave TUI Benelux a specific and pressing argument to look for ways to improve on their current security logging options. "During a visit to a trade fair, we met Bitdefender," according to Kip. "Their Network Traffic Security Analytics (NTSA) solution seemed to me an interesting option – it not only offered 'inside out' malware detection, but it also had the most comprehensive forensic logging capabilities on the market."

THE SOLUTION

TUI Benelux asked Bitdefender to build a proof of concept. "During the PoC, we worked closely with experts from Bitdefender," says Kip. "We evaluated the solution. And we had them add functionality. For example, we had additional requests regarding the handling of alerts and assigning tickets and documenting of incidents. That was addressed properly by Bitdefender."

TUI Benelux decided to opt for Bitdefender's NTSA technology. "The proof of concept was very convincing," says Kip. "We ended up buying a total of three NTSA appliances for our data centers in the Netherlands and Belgium."

Ronny Tyink, Team Leader System Engineering Network TUI Benelux, explains why the company chose the hardware appliance instead of the virtual machine version. "We didn't have VMware installed and configured at all of our locations. The appliance version has the added benefit of being able to work independently of VMware availability."

TUI

TUI AG, a world-leading tourism company, serves 20 million travelers a year. Besides arranging travel, the company owns over 300 hotels in 30 countries plus 14 cruise ships, 150 planes and numerous buses. TUI Benelux, which incorporates the group's Belgian and Dutch activities, serves 1.6 million travelers a year in the Netherlands alone.

Industry
Tourism

Headquarters
TUI AG – Hanover, Germany

TUI Benelux – Enschede, Netherlands; Ostend, Belgium

Employees
TUI AG – 67,000 worldwide

TUI Benelux – 2,500 (IT staff, 160)

Due to the extensive proof of concept phase, the actual implementation of the Bitdefender NTSA appliances proved simple and quick, according to Kip. "In the end, we had Bitdefender leave the appliances behind that we used during the proof of concept. That saved us as well as Bitdefender a lot of time and effort. The hardware isn't the most important part of the Bitdefender NTSA technology. The cyber threat intelligence is, in my opinion, really the crucial part."

THE RESULTS

The Bitdefender NTSA solution has, since its implementation in September 2016, already proven its worth for TUI Benelux. "For example, we received malware alerts when colleagues from Morocco and Switzerland with an infected laptop tried to connect with our internal network," Kip says. "Thanks to the Bitdefender NTSA technology and logging functionality, we were able to see exactly who had a malware infection with which device at which location. It allows us to turn suspicion into certainty."

Both Kip and Tyink say TUI Benelux has had positive experiences with the Bitdefender NTSA technology, and say other TUI subsidiaries may look at the security solution. "I have regular discussions with my European colleagues during meetings of the TUI Information Security Board," Kip says. "In it we discuss current affairs and we formulate the Information Security Policies for the entire TUI Group. That could be a good platform to bring the Bitdefender NTSA security solution to the attention of my colleagues."

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Theo Kip, IT Risk and Compliance Officer, TUI Benelux

Bitdefender Footprint
- Bitdefender Network Traffic Security Analytics

IT Environment
- VMware vSphere

Operating Systems
- Microsoft Windows