

National 9/11 Memorial & Museum Fortifies Cyber Resiliency with Secureworks Taegis

High-profile organization deploys Secureworks solutions to form comprehensive security approach



Challenge

The National 9/11 Memorial & Museum in New York City honors those who were lost and those who served during one of the darkest days in American history: Sept. 11, 2001. Located in lower Manhattan, the Memorial & Museum attract thousands of visitors from around the world each year, including global dignitaries who attend the annual commemoration ceremonies or pay their personal respects during regular travel to New York City. By the nature of what it represents, the Memorial & Museum are high-profile targets for cyberattacks.

Keeping pace with evolving threat actor techniques, employing constant security monitoring and threat detection, and being as cyber resilient as possible are critical for the small internal security team. As Steve Hey, the Memorial & Museum's Senior Vice President of Information Technology, Infrastructure, and Operations, describes it: "We are small in organizational size, but we have the same risks and challenges as a large enterprise."



Name: The National 9/11 Memorial & Museum

Industry: Nonprofit

Country: United States

Employees: 250

CHALLENGES

- High-profile organization is a target for threat actors
- Need for around-the-clock vigilance

SOLUTION

National 9/11 Memorial & Museum selected Secureworks to:

- Employ holistic threat monitoring, detection, and response
- Gain rapid access to expert SOC analysts and threat insights
- Enhance security with continuous bi-weekly threat hunting with Elite Threat Hunting

BENEFITS

- Augmented in-house resources with 24/7 threat monitoring, investigation, and response
- Reduced risk with complete visibility and proactive network-based threat blocking
- Elevated breach protection through bi-weekly meetings with designated threat hunter

Solution

Hey admits he had reservations about partnering with a security company. "I was a little hesitant at first about having anybody come in to help with security," Hey said. "But we soon learned that Secureworks has a deep pool of talent. From the beginning, we've been able to complement our team with Secureworks talent, better monitoring systems, endpoint sensors, and the most current information on the latest threats."

Secureworks MDR solution, Taegis™ MDR, delivers superior detection and unmatched response with around-the-clock threat monitoring and investigation, as well as direct access to SOC analysts within 90 seconds. The MDR offering includes full-service incident response capabilities, one year of raw telemetry storage, impactful threat intelligence, and proactive monthly threat hunting. Taegis MDR is delivered via the open and transparent Taegis XDR platform, which gathers and interprets telemetry from proprietary and third-party sources throughout a customer's environment, including endpoint, network, cloud, identity, email, and business applications.

The 9/11 Memorial & Museum also has Elite Threat Hunting, a powerful add-on that provides continuous threat hunting delivered via a designated threat hunting expert who scours their environment looking for stealthy threats and meets with customers bi-weekly.

In addition, Taegis NDR monitors traffic entering, leaving, and within its network to prevent, detect, and respond to threats. This has greatly reduced the risk of a breach through the use of up-to-date countermeasures, AI-based detectors, and automations. Secureworks also provides the 9/11 Memorial & Museum with proactive security testing, including penetration testing.

"As a non-profit, we don't have unlimited resources to expand our IT security team, so Secureworks services really have become a huge plus for us," Hey said.



Secureworks has fortified our security systems. I know Secureworks will detect malicious activity and give us a heads up if something is not right.

Steve Hey

Senior Vice President of
Information Technology,
Infrastructure, and Operations

Benefits

Like many non-profit organizations, the 9/11 Memorial & Museum experienced challenging times during the COVID pandemic. Hey said Secureworks approached the Memorial & Museum with a plan to reallocate planned spending on security testing to ensure continual delivery of core solutions such as Taegis MDR, until the pandemic restrictions eased and visitors returned. "Secureworks helped ensure we had as much support as we needed," Hey said.

Added Eric Valensoy, Vice President of Network, Security and Technical Operations: "The support we got from Secureworks during the pandemic was unmatched. Secureworks went above and beyond for us. I have never seen somebody take care of a client in that way."

The 9/11 Memorial & Museum has a heavy Microsoft presence in its environment. Taegis integrates with Microsoft, protecting the Memorial & Museum's significant investment in that technology. "We have Microsoft Defender," Valensoy said, "which complements the Secureworks endpoint agent well. The Secureworks Taegis platform has elevated our overall security. Having the Secureworks partnership with Taegis MDR, Elite Threat Hunting, Taegis NDR, and including yearly tests, provides us with the top-notch security our organization needs."

Given the nature of the Memorial & Museum's global profile and the attention it receives throughout the year – particularly during the anniversary each September – Hey notes that having a breadth of Secureworks solutions is comforting.

"It's tried and true," Hey said. "To ensure the safety of our higher profile visitors, we regularly have law enforcement agencies monitor our networks and they have never found any issues. With Secureworks, we have state of the art technology looking for the newest threats. The capabilities with the Taegis platform also help us when we work with cyber insurers and talk about premiums and renewals."

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Eric Valensoy
Vice President of Network, Security and Technical Operations

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Secureworks, a Sophos company, is a global cybersecurity leader that protects customer progress with Taegis™, an AI-native security analytics platform built on more than 20 years of real-world threat intelligence and research, improving customers' ability to detect advanced threats, streamline and collaborate on investigations, and automate the right actions.

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For more information, call **1-877-838-7947** to speak to a Secureworks security specialist.
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