

Mammoth Global Retailer Secures Its Phones and Calls with SecureLogix



Harassing /
Restricted Calls



Unauthorized
Access



Privacy &
Information
Theft



Toll Fraud & Call
Pumping

Challenge

Seeking to strengthen its overall telephony security protections, a global retail corporation deployed the SecureLogix® Call Defense™ System. The client also wanted remote administration policy control over who could gain access to and use their voice systems and network.

Part of the initial drive to deploy SecureLogix centered on the company's desire to protect customer information stored on its networked systems. They also sought to prevent unauthorized access to corporate telephony resources from employees circumventing the firewall for unauthorized calling activities.

In addition, the retailer asked for the capability to record calls such as phoned-in bomb threats. The telephone bomb threats were an expensive issue. Each store would lose on average over \$55,000 each time the targeted store was shut down as the related bomb threat was investigated and resolved.

The retailer also experienced malicious actors who infiltrated their voice systems to make toll calls to countries of interest to the U.S. Department of Homeland Security (DHS). Not only did the retailer want to prevent expensive toll fraud, they needed the recorded calls as evidence for Federal agencies.

Approach

The client requested a dedicated SecureLogix engineer to support the voice security solution implementation. The engineer relocated to corporate headquarters and supports the client on location.

Once Call Secure™ Managed Service was deployed across the corporate enterprise, the client benefited from multiple levels of call security.

SecureLogix analyzed all inbound store call traffic. These data insights helped the corporation right-size its store sales staff at certain times in response to customer traffic.

Analytics also revealed that store employees were receiving harassing calls at their workplace. Use of the SecureLogix Red List, a national compilation of harassing phone numbers (including bill collectors calling employees during their shifts), effectively blocked the large majority of harassing calls while allowing legitimate customer call access.

For bomb threats and malicious toll calls overseas numbers, SecureLogix used real-time call pattern threat detection and prevention. Recordings of the bomb threat calls were given to law enforcement for prosecution.

DHS received recordings of toll calls to overseas locations from inside the corporate voice system, then blocked the calls afterward. Corporate policy changed to restrict phone system ability to call overseas after this incident.

SecureLogix was also able to screen inbound calls to the dial-in direct phone numbers of the corporation's C-suite. A white list policy details those approved phone numbers authorized to call executives, redirecting all other calls.

Result

SecureLogix uncovered issues in the client's distributed corporate infrastructure at every site and location where Call Secure Managed Service was installed.

With so many vendors, contractors, subcontractors, and suppliers intersecting with its voice resources, the corporation previously had no way to audit its telephony infrastructure effectively. For example, SecureLogix was able to shed light on a longstanding problem at one location with a supplier's voice network equipment using the platform's analytics and voice network auditing features.

As any enterprise scales its growth, shifts in business inevitably drive changes in resource allocation. SecureLogix analytics provides the visibility to track the growth of its telecom network to ensure it is optimized to match resource allocation. The retail enterprise relies on SecureLogix to maximize its savings from rightsized telephony resource management and enhance its overall voice network security.



CALL SECURE™
managed service

CALL DEFENSE™
system

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