

Securing Operations for a Leading Fashion Company



Out of the box functionality that gives us immediate visibility to our risks is crucial. We spent our time fixing problems and not manually configuring a system.

Senior Network Engineer

Challenge

As a fast-growing manufacturing and retail business, Retrospecs heavily relies on the security and performance of their networks and the applications that support their business. “We process millions of pieces of eyewear every year and cannot risk having our infrastructure going down...we would essentially have to shut our doors”. Owner Jay Owens is acutely aware of what network downtime means to his bottom line. As the IT team began to assess how their company growth was affecting their systems, they realized their understanding of their network was insufficient to support the many decisions they faced. Their existing set of tools was not providing the level of detail required to assess where their problems were, as well as not being set up to grow with them. To solve the problem, they reached out to Collective Sense for help.

Solution

As a leading supplier of network security and performance solutions, Collective Sense recommended their proprietary solution to provide an initial network assessment, as well as the system that could help Retrospecs securely grow into the future. The Collective Sense team installed the solution and began collecting data about the network and how it was operating. While onsite with Retrospecs, it was clear that some improvements were needed to ensure all the company data remained secure and their operations would continue without interruption.

Results

Day of Installation

Within a couple hours of the implementation, the value of the solution became obvious. “You have a very powerful solution that has already pointed out several required network improvements”, said Dustin Carver, their IT Specialist. “After just looking at our network topology and traffic patterns, it is clear that we have a single point of failure that could cause major issues and I haven’t even started to review the security vulnerabilities”.

The security assessment uncovered several other concerns that had existed for quite some time; something that their previous solutions did not identify. Along with network equipment security risks and endpoint threats, the full picture of required changes became clear. Some immediate changes were identified and taken, while longer term changes to their policies were planned and eventually implemented.

On-going operations

While that happened, the Collective Sense solution continued to settle in at Retrospecs. By collecting massive amounts of data reflecting normal and abnormal network behavior, the application learned to identify the malicious traffic on the network and stop it immediately. This machine learning capability is the piece that really sets the solution apart from the competition. Whether the threat is generated from outside or within the organization, our solution will find and stop it. “We don’t have the resources needed to see the bad traffic that bypasses our firewall, but your solution helped us find and stop those issues without sending us a bunch of false positives”.

Quantifiable results

The Collective Sense solution was able to quantify the risk reductions and performance improvements. We identified 346 previously unknown security vulnerabilities and provided suggested solutions. The malicious traffic on the network was immediately reduced to almost zero and after a few days, we stopped the abnormal activity. The network began performing better, with the network delay decreasing by over 60%. After reviewing the results and monitoring the continued effectiveness of the solution, owner Jay Owens offered that “The value the Collective Sense solution has provided is magnitudes beyond the cost, so I need to thank the entire team for your help. Your solution will continue to be the foundation for our security and performance and it gives me confidence that our internal network is protected”.



Retrospecs & Company is a leading fashion eyewear company headquartered in Los Angeles, CA. With a growing network of stores and dealerships, they are focused on excellence in their finished product. The systems to support their manufacturing, sales & support are crucial to their success and their customer’s satisfaction.



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