Improving lives through education

This educational services provider was founded over seventy years ago with the mission to advance quality and equity in education. The organization operates globally with over 9,000 locations and millions of customers. Its products and services measure knowledge and skills, promote learning and performance, and support education and professional development for people in more than 180 countries.

Challenge: Out with the old and in the with the cloud

The educational services provider wanted to replace its legacy system and move to the cloud. The organization was relying on older generation, heavy-weight, on-premises security logging and analytics that didn’t provide the cloud integrations or agility necessary to support its business. Moving to the cloud was important to the organization’s business model. Without it, the organization feared losing customers, a concern that was emphasized with the arrival of the pandemic.

The organization chose AWS cloud native for its innovation, speed, and flexibility to grow and develop with the business. But the organization knew that without properly executing the transition, it risked compromising the security of its systems, as well as its reputation with schools, educators, and students. It decided to work with PwC to replace its existing cyber defense managed services provider.

Solution: A proven plan for transitioning to cloud-based security

PwC is currently the only firm to achieve all four AWS security competencies eligible for professional services consulting firms (Governance Risk & Compliance, Application Security, Security Engineering, Security Operations & Automation). It operates in 155 countries, giving it a global view of the threat landscape. And it provides partners not only with cyber security operations, but with the ability to assess, design, and implement its clients’ cyber solutions.

Together, the educational services provider and PwC, identified security gaps and threats in the operating model and developed a strategy for transitioning to the cloud. PwC then implemented the AWS cloud native analytics for its client, developing AWS-specific use cases to help detect threats, as well as standard operating procedures to aid in responding to those threats. This meant that when an alert became active, the educational services provider and PwC had a detailed and repeatable plan of response. Elements of this response playbook have since been automated.
Hello, tomorrow.

Case study: How a major educational services provider improved its security by moving to the cloud

Results: Improved security plus operational efficiencies
PwC integrated the educational client’s AWS hybrid cloud and on-premises logs into a centralized analytics platform, providing content engineering and 24x7 security operation support. The solution enhanced the organization’s automation, which reduced mistakes, increased efficiencies, and reduced costs. Other results include:
• 75% reduction in client security operation staffing requirements
• 100% log ingestion from hybrid cloud and on-premises
• 55 custom use cases to help identify threats
• Increased level of accuracy at detecting threats and reducing false positives
• Reduced risk of a security breach
• Matured and enhanced security operations center

Cyber threats are ever evolving, and PwC continues to help improve the educational provider’s security analytics with ongoing tuning. The organization is currently developing their new generation of applications in AWS.

About PwC
At PwC, our purpose is to build trust in society and solve important problems. PwC is a network of firms in 155 countries with over 284,000 people who are committed to delivering quality in assurance, advisory and tax services.