



Help... I've been breached, what do I do?

Even in 2021 with everything we know about cybersecurity, cybercrime and cybercriminals, in most cases it isn't until something major happens that organizations decide to do something about their cybersecurity. Budgets or directives frequently take precedence in holistic risk discussions, which is often shortsighted.

This was compounded over the last 18 months in the gaming industry as the COVID impact forced organizations to furlough and/or let go of staff, while IT departments in many cases were using 20 percent or less of their staff to hold down the casino, make upgrades, and worry about what is yet to come. Breaches started slowly during COVID, and things were mostly quiet in the industry and didn't find their way to social media. Still, at Bulletproof, we received many calls from organizations that had been breached or were unsure if they were breached, but something seemed wrong.

In most cases, the IT teams' gut feeling was right, yet they weren't aware what was happening. As time wore on, a few casinos quietly started to share what was happening. Several organizations jumped immediately into resolving the problems, patching systems, advancing casino technology, and turning to best-of-breed companies like Microsoft and IBM.

While Bulletproof has been offering security services for some time, 2020/2021 posed a different type of security risk, including ransomware, phishing, and social engineering attacks. Hackers were looking for sensitive data that they could sell on the dark web while locking organizations out of their environments and demanding payment before they would return the data that they gathered.

Bulletproof has been in the security space for 20 years, and with the Gaming Laboratories International acquisition, it has strengthened its presence and trust in the gaming industry. Bulletproof has been offering managed security services, but the industry wasn't ready to truly understand what that meant to their day-to-day until 2020. Security planning and managed security services have been the top discussion over the course of 2020 and into 2021.

What's new and exciting at Bulletproof? We are offering security services specific to the gaming industry, and if you were one of the casinos that made the leap to cloud services, we have also teamed up with Microsoft to offer B365E. What managed services mean to casinos is they can focus on what is most important to the business while Bulletproof focuses on their security posture. Best of breed experts can handle what we're good at while you focus your time and attention on your operations.

The questions that all leaders and executives should be asking are: What is your data worth to you and the business if it was lost or locked for 30 days or more? What about the trust your employees and players have? Is it worth preserving? Hackers are more sophisticated and are no longer just focusing on Fortune 500 companies, but have taken aim at the gaming industry.

In the discussion of managed services, it is imperative to understand that what IT and security "used to cost" is no longer a relevant comparison. Companies have to stop comparing about what it "used to cost" because the threat landscape has changed the game. What it "used to cost" won't protect you anymore. Companies need to look at current practices and then find the most cost-effective ways of procuring the tools and services to sufficiently protect their company.

In working with casinos pre- and post-COVID, some GMs and IT teams jumped into action, realizing it isn't a matter of if, but when something happens. Casinos and suppliers were looking to get security assessments completed ASAP, and some realized cybersecurity was hard to stay up to date on while finding the right resources for a reasonable salary, so they decided to outsource to a managed security team.

Bulletproof's managed security service offering provides ongoing security assessments, monitoring, cybersecurity e-learning, threat risk hunting, and should the worst happen, we build in incident response.

At Bulletproof, we operate from an assumed breach position instead of waiting and watching. Expanding visibility beyond static endpoints into mobility, networks, and cloud-based environments, we can help identify threats before they arise. We use best-of-breed security tools and the people-focused approach.

As casinos consider managed resources, it's a question of capabilities: You could have the best software, but do you have the people and the industry know-how?

The time to act on Bulletproof's managed services is now, before a breach becomes what's new and not-so-cool at your property.

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