OnlineDIRECT

Custom-built SaaS organisation chooses bespoke security-first Penetration testing service from Cybaverse.

CYBAVERSE

Penetration testing for UK's first energy broker

OnlineDIRECT.

- **Full OWASP web application assessment**

- **Full internal penetration test of network and active directory**

- **External penetration test**

THE CLIENT: ONLINEDIRECT

In 2003 they became the UK's first business energy aggregator; a platform that has enabled them to provide market access and support to thousands of brokers.

Today, they go well beyond simple aggregation by providing market leading training, support and technology services to Brokers and TPI's. OnlineDIRECT have access to an array of data so it was crucial for them to ensure their applications were secure.

OVERVIEW

OnlineDIRECT were looking to engage with a Cyber Security partner to conduct a comprehensive security review of their web application service offering. They had already received a tender from another large cyber security vendor, with an approximate timeframe of 5 days to complete engagement. They were then recommended Cybaverse by a colleague, and they reached out to ask for a quotation.

Online SaaS portal

UK based

Comprehensive network

OnlineDIRECT

SCOPING AND PRE-TESTING

To accurately provide a quotation, credentials were obtained and Cybaverse assigned a tester to comprehensively explore the application in order to accurately understand the effort involved in meeting the client requirements. This enabled a quotation to be provided which was a true and accurate reflection of the client's needs. A tender was submitted a quotation with a timeframe of 25 days to complete testing.

After working through the client requirements and conducting the initial investigation it was deduced that the scope of work would include:

For this comprehensive assessment, including manual assessment and not just using automated scanning tools, the overall time frame proposed by Cybaverse was 5 times larger than other quotations the client had received.

A full comprehensive web application assessment, looking at OWASP Top Ten as minimum

An internal penetration test of the network and active directory review

An external penetration test

> In comparison to other penetration test offers that we had received we felt that Cybaverse's was the most honest. A lot of other testers had originally said they would be able to test all our infrastructure in 3-4 days, which was later proven to be impossible.

> Time frame was extremely fitting for our needs, we were looking at getting a penetration test completed as soon as possible due to some issues we had faced. Cybaverse were able to accommodate these needs by getting planning for testing underway almost as soon as possible.

Cybaverse were successful in their tender and scheduled the work to be completed within an agreed timeframe.

TESTING

Cyabverse, unlike other penetration testing companies, build a relationship with clients and see them as a partner rather than a one-off project, this is even more apparent throughout the testing period.

From scope to project completion, Cybaverse's technical experts stay in constant contact with clients to keep the client up to date with testing progress, reporting critical findings and ensuring the client is receiving the most value out of the penetration test.

> We had a constant connection with both Ian and Michael who were relaying back any critical issues in real time. Ian even assisted by sticking around for an evening to help us patch a vulnerability that was located.

> The expertise and communication were the key points that stood out to me, within these two points, it was brilliant that both Ian and Michael were also liaising and relaying back any findings to my colleagues too. "

METHODOLOGY

Cybaverse tested a large complex application with multiple user roles for this engagement. Using a comprehensive testing methodology alongside expert in-house testers, security flaws were identified in the system and the testing team worked with the client to fix the issues at the earliest opportunity.

Cybaverse was granted access to the backend of their systems, which enabled them to confirm findings and provide a more detailed analysis of the vulnerabilities were.

REPORT AND SUPPORT

Throughout the engagement, the client was kept continuously updated with progress for any high or critical findings, allowing the client the opportunity to begin remediating and working with Cybaverse to fix any immediate issues.

Cybaverse always present a clear, detailed, easy-to-read report making it easy for management to understand the risks the business faces. The report includes technical findings, detailing how the vulnerabilities were found to allow the client to recreate the proof of concept and follow remediation guidance.

> The reports that we received from Cybaverse were extremely easy to follow and understand and although we are technical in house it was great to have everything put in layman's terms so that all that sit on the board could also understand. "

Post engagement, Cybaverse worked with the client to provide expert advice and consultancy on hardening measures.

> At OnlineDIRECT we received multiple communications from Cybaverse post pen testing completion, this was to ensure that we fully understood the report, we also received follow-up meetings to discuss any points we didn't fully understand. "

> Yes [we would recommend Cybaverse to colleagues/industry partners] at OnlineDIRECT we also have a sister company and will be recommending Cybaverse to them early next year. "

The project was completed within the agreed timeframe and to the desired standard..

CYBAVERSE

Infinitely secure.
Infinitely simpler.

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