



FDM CASE STUDY

PREPARED BY SYNACK

“*What we look for in a penetration testing provider more than anything else is a partnership.*”

PATRICK WAKE

GROUP HEAD OF INFORMATION SECURITY FOR FDM GROUP

Penetration Testing Partnerships are Critical

FDM is a strategic talent partner, placing business-ready tech professionals including graduates, returners and ex-military personnel to work with clients across multiple sectors. The company has firmly established itself as an award-winning FTSE 250 employer, launching over 2,000 careers globally each year in a variety of disciplines, including Software Development, Project Management, and Cyber Security.

FDM prides itself on its organizational agility and DevSecOps (development, security, operations) model, which integrates security at every phase of the software development lifecycle.

“When internal development projects come up, we typically look for third-party testing to supplement our own testing as a way of providing that extra due diligence,” says Wake.

When looking for a security partner, FDM came across Synack through Hack the Box, an online cyber security training platform and felt it was the right solution, level of expertise and talent for FDM’s security needs. Wake liked how Synack brought both artificial intelligence and on-demand, crowdsourced security expertise in a single SaaS platform to find security vulnerabilities.

The Value of Crowdsourcing

“Crowdsourcing has fantastic diversity that allows you to find more software security bugs than my internal team, which has been recruited from a set stock of individuals. Other companies would provide a couple of people for a certain number of hours, but with Synack’s crowdsourced testing we would get 100 people with over 400 hours of testing in just two weeks. That’s a great investment.”

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While there are other companies that offer crowdsourced testing, Wake liked that Synack also had a serious, transparent program for vetting its network of ethical hackers, The Synack Red Team (SRT).

“All those background tests and exams they have to pass, together with kickoff meetings before testing starts, and continual collaboration every step of the way give me a feeling of trust and a sense that Synack really takes ownership of a project,” says Wake.

Synack’s fixed pricing model also allowed FDM to control its costs and minimize budget risk at the same time as its assets were tested by some of the world’s best security talent.

But perhaps most valuable was the agility and ongoing partnership Synack offered.

“With Synack, testing is not just a one-time deal, it’s a true partnership,” says Wake. “Our developers love interacting with the researchers and we have a lot of ongoing conversations about projects that are coming or might be coming. That conversation and correspondence is absolutely critical to success and helps us mitigate our vulnerabilities much faster. Now Synack is our number one strategic partner in the testing space.”

INITIAL STATE

In the past, the customer found traditional pen testing scripted and formulaic. Rather than solve for compliance, Synack went one step further to solve for security by taking an offensive approach to testing providing a realistic, on-demand evaluation of the customer’s environment resistance to attack.

WHAT THEY DID

FDM partnered with Synack for penetration testing that would help them increase agility and deliver better testing results.

CURRENT STATE

FDM’s testing with Synack has resulted in: superior testing results, hundreds of testers and hours dedicated to each test, more predictable costs, better verification of the company’s work discovering and patching vulnerabilities, ongoing collaboration with Synack researchers, and faster vulnerability mitigation.

A Collaborative Platform

The Synack Portal provides visibility and actionable data for Wake, it's been a great command center in one seamless dashboard.

It's also about transparency. *"We work very closely with our audit committee, passing on all penetration test results, our current test scores and various tools and metrics, so they're always fully aware of where we stand,"* says Wake. *"Synack's Attacker Resistance Score" (ARS) is particularly useful in this case as it helps determine how much security has improved and how ours compares to peers in the industry."*

ARS is a unique feature of Synack's platform that benchmarks an organization's security posture from a hacker's perspective.

Wake also likes the Remediation Time Frame KPI the portal provides. *"It's great that Synack can find things we haven't found, but it's also great that we can use that KPI to monitor how long it takes our teams to mitigate those threats."*

How does Wake measure success when it comes to security? *"Simply put, it's making sure we can do everything possible to minimize vulnerabilities and ensure we don't have any incidents. If an incident does occur, it's knowing we have the policies and processes to recover from it quickly, with minimal downtime. Synack has helped us verify this work to achieve that success."*

“ *Having a platform where everyone can see who's working on which vulnerability and where we are in terms of progress at every moment is fantastic.”*

PATRICK WAKE
GROUP HEAD OF INFORMATION SECURITY FOR FDM GROUP

About Synack

Synack's premier crowdsourced platform for on-demand security expertise harnesses the world's most talented, ethical hackers & smart technology to deliver on-demand security testing and vulnerability management, with actionable results. To learn more about how Synack delivers continuous penetration testing, vulnerability management, and vulnerability assessment in an integrated, controlled platform, visit us at www.synack.com.

We are Synack, the premier crowdsourced platform for on-demand security expertise.

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