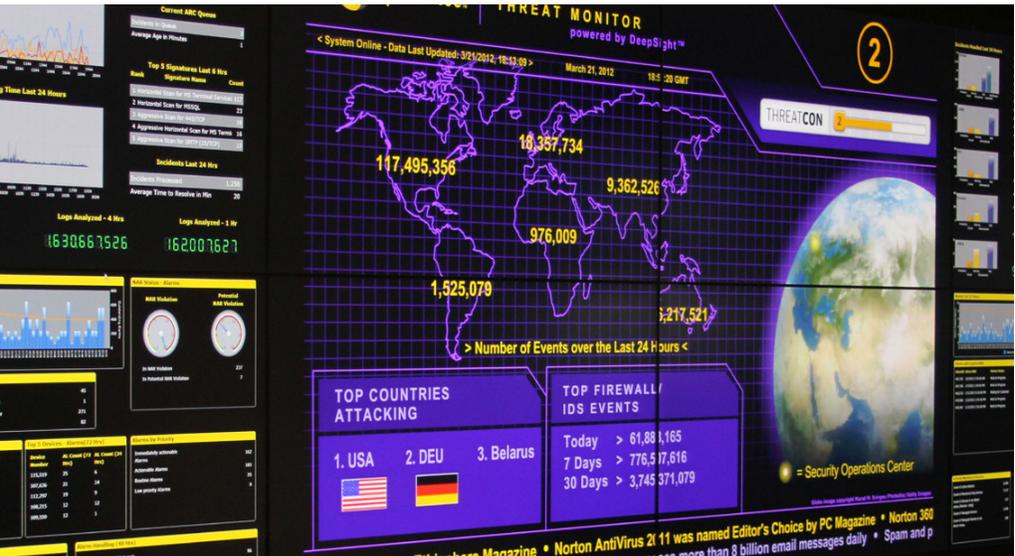


# PGi

## Virtual Meeting Services Company Protects Customer Data with Symantec™ Solution

“Welcome to GlobalMeet.” If you’ve heard that greeting before, then you’re familiar with PGI, a virtual meeting services company that delivers collaboration services to over 35,000 customers worldwide, including 75 percent of the FORTUNE 100. Because customers are sensitive about the data they entrust to PGI—such as personal information about employees, as well as the information they upload or use in the course of their web conference—protecting that data is of utmost importance.



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Jim Miles  
 Director, Information Security  
 PGI

### The challenge

“Our security challenges are really driven by our customers,” says Jim Miles, director, information security. “Many of our customers are big banks and other large, regulated entities, so they impose a lot of security constraints on us.”

### ORGANIZATION PROFILE

Site: [pgi.com](http://pgi.com)

Industry: Business services

Headquarters: Atlanta, Georgia

### KEY CHALLENGES

- Improve risk management posture and efficiency
- Protect valuable customer data
- Help IT team focus on more strategic issues

### SOLUTION

Symantec™ Managed Security Services

### INFRASTRUCTURE

- About 2,000 PC and Mac endpoints running Symantec™ Endpoint Protection
- Device logs monitored with Symantec™ Security Information Manager for PCI compliance
- Network traffic and email monitored by Symantec™ Data Loss Prevention for credit card numbers
- Users are authenticated via two-factor, cloud-based strong authentication provided by Symantec™ Validation and ID Protection Service (VIP)

“We’re seeing increased threats into the business, and our business model has changed,” adds Scott Schemmel, VP, global IT. “When our service was audio only, we didn’t handle a lot of personally identifiable information about our customers. Now that we offer virtual file cabinets and cloud sharing, we’re dealing with a lot more proprietary information that we need to protect.”

### The solution

To keep information and systems secure, PGi relies on multiple layers of security and multiple tools, including Symantec™ Endpoint Protection, Symantec™ Data Loss Prevention, and Symantec™ Validation and ID Protection Service (VIP). To provide a central log repository and reporting mechanism in order to streamline annual audits for PCI compliance, the company has used Symantec™ Security Information Manager since 2008.

In 2011, the PGi team opted to migrate from their existing security monitoring service to Symantec Managed Security Services, which now monitors security data from thousands of devices, around the clock. “We wanted the ability to gain closer integration of security monitoring with our existing Symantec investments, so we decided to replace our previous vendor,” says Miles.

The PGi team can create security logs with any of the various security tools they leverage—Symantec and non-Symantec—and send that log data to the Symantec Security Operations Center. “We are very excited about the enterprise security monitoring we have with Symantec Managed Security Services,” says Miles. “It is helping us to enhance our risk management approach.”

### The benefits

PGi now benefits from better event processing and correlation. “That’s something that my internal IT customers find quite useful, because in our organization, the security team doesn’t actually fix the problems—the operational groups do,” says Miles. “They really like the improved information that we provide them now that we’ve switched to Symantec Managed Security Services. They’re getting fewer false positives and more actionable information.”

External customers also benefit, since the PGi security team can now be more proactive, instead of responding to events in a reactive manner. “We can proactively address potential issues before they become a problem,” says Miles. “We get specific advice about threats, and how to prepare for them or remediate them.”

Currently, the PGi team sees an average of three or four critical event alerts every week. Without Symantec Managed Security Services, these are risks that could comprise information and infrastructure availability. “We have more visibility into the increasing number of attacks that hit our network,” says Schemmel.

Miles, who is a member of Symantec’s Managed Security Services Customer Advisory Board, has aggressive plans to expand PGi’s use of Managed Security Services. “We are going to broaden the set of tools that we currently have sending log information to the Symantec Security Operations Center,” he says. “By expanding our coverage model and the amount of data for analysis, we will have better correlation points and thus even better threat remediation outputs.”