TOKENEX

Preventing data theft while helping organizations reduce the costs associated with PCI.

TOKENEX | ARMOR

OVERVIEW

Between compliance mandates, the relentlessness of today's attackers, and the complexity of IT environments, protecting sensitive data has never been more important or more challenging.

Less than a decade ago, TokenEx embarked on a journey to bring organizations a solution that could reduce risk and lessen the burden of reaching and maintaining compliance with PCI DSS. What began as a means of replacing payment card data with undecipherable tokens evolved into a secure platform-as-a-service offering. By integrating tokenization, encryption, data vaulting and key management with a secure cloud computing platform, TokenEx established itself as a safe haven for sensitive data.

Company:	TokenEx
Industry:	Financial Services - Tokenization data security
Amor Solution:	Armor Complete
Cloud Provider:	Private Cloud
Website:	https://tokenex.com/

SECURITY CHALLENGE

As the company grew, so did the difficulties of delivering the levels of security an increasingly global and expanding customer base would need. For that, TokenEx knew it would need to find a vendor that could help meet its needs for a secure, scalable infrastructure – setting the company on a course that after a months-long vetting process would start a fruitful relationship with fellow security provider, Armor.

At the time, explains TokenEx CTO Justin Stanley, the company was "in need of an infrastructure upgrade."

"We had equipment that was nearing retirement, and really needed to spec out a brand-new environment that would give us the scalability to support the growth of the business," says Stanley. "Additionally, we wanted to beef up and streamline some tooling on the security side. What we had in place was effective, but we felt like there was some operational efficiencies to be gained in this area."

"We recognized that public clouds were only as secure as you, the customer, could make it. You're left with IDS/IPS, SIEM, etc. You get your own infrastructure, but then you have to figure out how to make it secure. We realized that public clouds gave us certain benefits but there was a tradeoff."

— **Justin Stanley, CTO, TokenEx**

FINDING THE RIGHT SOLUTION

At first, TokenEx considered two main options: adopt a public cloud solution or build something out and continue to maintain their own infrastructure. At the time, Stanley says, "while the public cloud offerings met the company's scalability and geographic requirements, TokenEx felt like it did not offer enough in the way of security."

In addition, moving to the public cloud would require rearchitecting the company's compliance program to meet the needs of the customers trusting TokenEx with their data.

These discussions led TokenEx to door number three – a secure, managed virtual private cloud. Their attention turned to Armor Complete, Armor's secure hosting solution. With Armor Complete, Armor offered TokenEx a turnkey cloud hosting service that is purpose-built for sensitive and regulated data. Backed by a roster of battle-tested experts in Armor's Security Operations Center (SOC) and Armor Threat Resistance Unit (TRU), Armor Complete immediately presented itself as an attractive option. But for a security provider like TokenEx, handing security over to another entity was not a decision that was made lightly.

"Due to the data that we hold, the compliance obligations, and the trust that our customers put in us, this wasn't a blind decision," Stanley says, adding that the company set up a test environment and conducted extensive load, quality assurance and penetration testing to ensure Armor could deliver as promised.

"The first thing that stood out was the amount of first-class talent that Armor had inside its walls," says Stanley, adding that after an onsite visit, he realized Armor would be much more than a service provider – the company would be a partner.

"Armor also really stood out as a security company with a cloud offering, as opposed to a company with a cloud offering that customers has to bolt security on to the platform."

WHY ARMOR

TokenEx analyzed potential vendors according to two checklists – one for geographic reach and scalability, and the other for security and compliance concerns. Armor met all TokenEx's initial requirements and exceeded them when it came to the smoothness of the onboarding process and customer support.

Armor's approach to onboarding meant not having to struggle to learn the platform and vernacular sometimes required when getting started with other vendors and their self-service-based support models. With Armor, TokenEx was given a dedicated Armor engineer that learned about their environment, their needs, their architectures, and made recommendations along the way.

"We liked that we didn't have to have to go out and read a bunch of API documentation and overcome a major learning curve," he says. "We were able to pick up the phone and say, 'hey, I have a question, what's the best way to do this within your environment?' and get an answer from someone who knows. The white-glove approach in the onboarding phase was huge and certainly one of the reasons our migration was successful."

Once everything was up and running, TokenEx saw a significant reduction in incidents compared to when it was maintaining its own infrastructure.

"There's an economy of scale that comes into play," he says. "[Armor] can go out and buy the biggest and best cybersecurity toys, which is cost prohibitive for smaller shops to do. The best-of-breed technology and tools they use is incredibly important," says Stanley.

TokenEx clients recognized
25% IMPROVEMENT
in respose time on TokenEx's real-time endpoints -
the API's customers use to send TokenEx data.

In addition, annual uptime on TokenEx's infrastructure edged up from:

99.98% to **99.997%**
after migration

When it came to compliance audits, life got a lot simpler.

"From an evidence collection standpoint, being on the Armor platform, it was a little easier because...[with] a single pane of glass, we are not managing 15 different tools to kick out reports," says Stanley. "We are able to condense that down to a handful."

There were also improvements in uptime and availability, which inherently benefited current customers, but also the TokenEx sales team as they went out to tell the company's story. When there are outages and incidents, the sales team has to spend time discussing them with prospects as opposed to focusing on the problems the customer is trying to solve.

"TokenEx is confident that, with Armor, their security and operations teams are getting bolstered, which allows the them to focus on what they do best."

"We feel like Armor is an extension of our operations teams as well as our security team," he says, "being with Armor ensures our ability to stick to our core competency of securing customers' data, so that our customers can focus on their core competencies – not maintaining an infrastructure."

WHAT'S NEXT

Without Armor, TokenEx would have to beef up its security and operations teams, explains Stanley. Instead that money can be invested in the continued expansion of TokenEx as it grows its presence internationally. As the relationship with Armor continues, TokenEx expects to see more of the benefits it has enjoyed in the past – greater security visibility, expanded geographic reach, and operational scalability. "Based on the relationships we have with Armor, I have no doubt that we'll be able to continue to innovate, even in an ever-changing landscape such as data security," Stanley says.

ARMOR™

CLOUD SECURITY, UNCOMPROMISED.™