

Theft wears many faces

The Internet is a wonderful tool for business, the benefits are numerous, virtually instant global communications, information on just about any product or service is at our fingertips 24 hours per day, but what of the threats. How many of you really understand what is at risk here?

As customers of Teksupport many of you will be aware of the importance of running a properly maintained Internet Firewall. The majority of our top customers already access the Internet through our Teksupport Internet Gateway (TIG) product so I am, most probably, preaching to the converted. However recent events in the news and from within our own customer base has prompted me to revisit this issue.

The common view is that the greatest threat to the security of our businesses lurks outside on the Internet, somewhere on the other side of the world. Viruses, spam, phishing and email scam are all real threats but the fact is, that you are more likely to be attacked from where you least expect it, the inside. Graeme Waters, a leading expert on fraud prevention with Ernst & Young advised me that of all businesses surveyed:

- **40% of them had some form of material fraud perpetrated against them in the preceding 12 months;**
- **Of those reporting a fraud, 60% were committed by staff or some internal source;**
- **Of the internal fraud 75% were committed by managers, in other words, by people in trusted positions.**

This is a real threat and cost to all businesses. The cost of crime in 2006 was \$36billion (about 4% of GDP)

Even we at Teksupport were not immune. A number of years ago Teksupport's Sydney office was burgled and thousands of dollars worth of components were stolen. Subsequent investigations pointed to our then Sydney office manager. Some of the items were later recovered from his home.

In another example, one of our customers had noticed a steady increase in his Internet usage but was unable to explain it. Installation of an "open" firewall to monitor the traffic revealed an employee accessing his work computer from home & downloading pornography for sale.

Another customer had installed an insecure Wireless Access Point and was providing free Internet access to several neighbouring businesses.

Yet another customer had an employee emailing customer details and sales enquiries to a friend at an opposition company.

Many security threats are platform & operating system independent, so thinking you are immune because you only use a particular brand of computer is a mistake.

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Where required



One of the first steps in reducing the risk of fraud is to implement systems to help prevent, detect and deter people from committing it

The majority of the low cost Internet routers available provide adequate protection from outside threats but offer little or no control, or reporting over what information is leaving your business.

Our TIG product is a managed firewall solution that restricts the flow of traffic both in and out of your business. The TIG also enables us to identify and track the data flowing through it. The internet can also be a great time waster. If necessary the TIG can be configured with layers of privilege to limit the sites groups of users are allowed to visit.

As a "managed" solution we maintain the TIG on your behalf. This has a number of advantages:

- **Internet security is a complex discipline. Teksupport are experts in this field. Prior to performing the task, we assess and advise you on the risks associated with each request to grant access through the firewall.**

People with limited knowledge, and this includes many so-called IT professionals, often manage to get things to work without realising they have severely compromised the network security.

- **You may abstract yourself from the sometimes unpleasant task of having to defend your security policy to your staff or other third parties. We will do that for you. We become your Network Nazis.**

- **Given the alarming figures above, delegating the management role to Teksupport, separates you and your staff from that responsibility and reduces risk of fraud. Why give the fox the keys to the henhouse?**

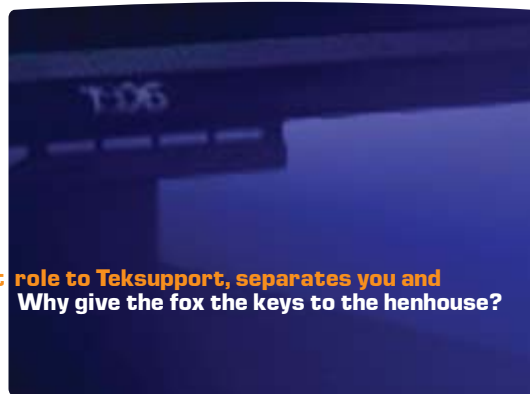
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A properly configured and managed firewall is not a panacea but knowledge of its presence and its capabilities within your business, coupled with an appropriate Internet Security Policy will be a deterrent to any potential perpetrators.

If you have a TIG and it has not had any maintenance done on it for some time, why not contact us and learn the benefits of upgrading to the latest version.

If you have a TIG and someone is trying to convince you that don't need it, I would be questioning their motives.

If you don't have a TIG... why not give us a call.



contact us

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