

Penetration Testing

Ramsdens Financial

Case Study



About Ramsdens

Established in 1987, Ramsdens has over 120 branches throughout Northern England, Scotland and Wales. Ramsdens operate across many different markets, as well as the traditional pawnbroking services they are known for, the successful introduction of buying gold, silver, mobile phones, tablets as well as the sale of foreign currency, jewellery and watches has seen Ramsdens develop into a recognised and trusted high street retailer and leading travel money company.

Many of Ramsden's high street products and services are now available online, so ensuring their infrastructure remains secure and free of vulnerabilities is essential to maintaining the high level of trust established between Ramsdens and its customers. This is why for a number of years, the company has maintained a long-standing relationship with MTI, whom Ramsdens have come to rely on for their pen testing services.



At a Glance

Industry:

Financial

The Challenge:

Ensuring internal infrastructure remains secure and free from any vulnerabilities.

The Solution:

MTI were recruited to test Ramsden's perimeter defences, including their datacentre and websites for any vulnerabilities.

Benefits:

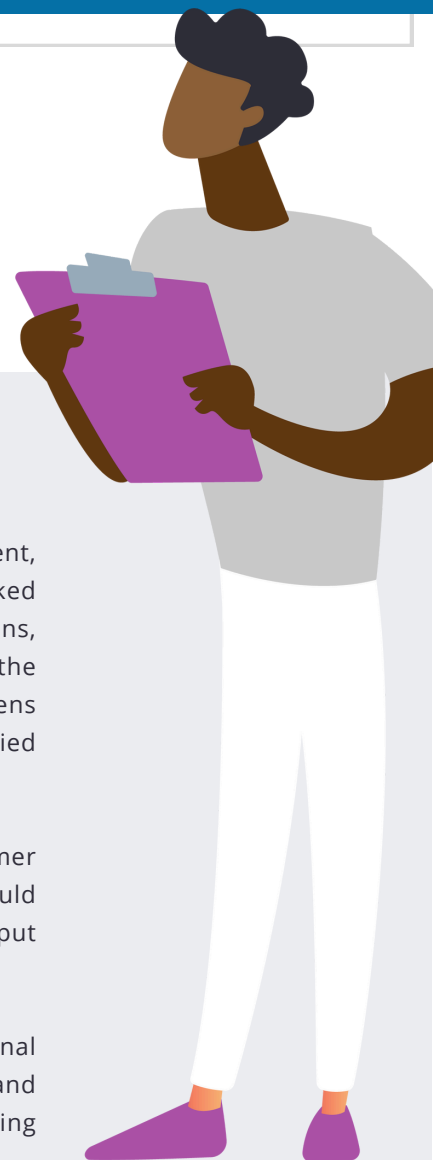
- Mitigate the risk of data leakage
- Maintain brand reputation
- Continued business operations
- Responsible and capable tester

The Challenge

The need for Ramsdens to pen test its infrastructure had always been a requirement, however a large project with Tesco Bank PLC in the shape of Tesco Gold Exchange marked Ramsdens first engagement with MTI back in 2010. This was a game changer for Ramsdens, as the company grew in size, this project sparked relationships with major players in the marketplace, highlighting new areas for improvement and due diligence. Ramsdens specifically needed a CREST approved provider for annual pen testing, a certification carried by MTI.

Ramsdens needed a responsible and capable tester; with the company handling customer data, there is always the potential however small for data leakage. Such a breach could impose fines on the company, various litigations and legal actions, which would, in turn put the company's reputation at risk.

A breach could also have a significant operational impact on the business, whose internal infrastructure delivers services to hundreds of live branches. Reputational, operational and customer impact were not risks Ramsdens could afford to take, and reliable pen testing gave the company peace of mind that all these risks were mitigated.



Solution

MTI was recruited to test Ramsden's internal infrastructure perimeter defences, including their datacentre and websites for any vulnerabilities. Key web elements to scan included their RamsdensForCash.co.uk and RamsdensJewellery.co.uk websites along with the RamsdensPLC.com website.

Ramsdens already knew what areas of their infrastructure they wanted to test, however during the process MTI provided the company with a scoping document, suggesting any other areas that might benefit from the service, to ensure every possible area of risk was fully mitigated.

Once all testing areas had been established, Ramsdens trusted MTI to work at the coal face and get the job done. After completing all necessary tasks, MTI provided the company with a clear, concise report.

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MTI engage to a level where they understand exactly what is required.

Jason Carr, IT Director,
Ramsdens Financial

Why MTI

As Ramsdens required a capable, CREST certified tester, MTI fit this criteria, possessing the correct credentials and expertise.

Ramsdens found MTI gave them peace of mind, meeting the comfort levels required, stating that a combination of competitive pricing, quality of service and positive customer testimonials are all part of what helps to maintain this long-standing relationship.

Ramsdens also highlight that account management is key, citing that they have never needed to chase up a project, as MTI understand what is required, maintaining an appropriate level of communication throughout the service and describe MTI staff as friendly, honest and to the point.

The outputs from MTI's pen testing service in the form of clear, concise reports, are also an element of the high-level service Ramsdens have come to expect.



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