

From Reactivity to Control:

How a financial institution strengthened its cybersecurity posture with Netdata

The Challenge:

A renowned financial institution in Latin America was facing a critical scenario in its cybersecurity operation. Although they had devices and licenses, these were underutilized and poorly configured. Furthermore, their incident management processes were reactive, fragmented, and lacked clear workflows.

The problem was exacerbated by the lack of a strategic partner who could provide technical and consultative support, leaving latent security gaps that jeopardized regulatory compliance and operational continuity.



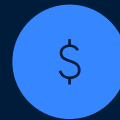
The Solution

Netdata intervened with its Customer Success approach, starting with an in-depth assessment that allowed for the detection of critical points in the client's infrastructure and operation.

From there, a comprehensive strategy was designed and implemented, which included:



Replacement of obsolete firewalls with new devices featuring optimized configurations from the very beginning.



Transformation of the financial model, moving from prepaid payments to a flexible scheme adapted to the client's real needs.



Progressive incorporation of advanced technologies, such as Cortex XDR, Prisma Cloud, and CyberArk solutions, integrated as telemetry sources within Sentries unified model.



Implementation of documented workflows for incident, request, and change management, professionalizing their operation.



Tangible Results

- Regulatory compliance achieved: Compliance with the PCI DSS standard was achieved without operational friction.
- Reduction of downtime: The infrastructure change was carried out with minimal impact, experiencing interruptions of less than 1 minute during the transition.
- Improvement in internal processes: Incident management shifted from reactive to proactive, with structured processes and operational clarity.
- Strengthened cybersecurity posture: The organization gained visibility, efficiency, and control over its environment, based on a modern and scalable strategy.
- Technological growth and evolution: The exploration and implementation of technologies such as XSOAR and XSIAM began, aiming for an automated and intelligent security model.



Trust Built with Results

The client deeply valued Netdata's consultative, technical, and personalized approach, which not only solved immediate problems but also transformed the way they manage their security.


The relationship evolved from provider-client to a true strategic alliance.

Client Testimonial:

"Working with Netdata marked a before and after in our cybersecurity strategy. Not only did they optimize our configurations and processes, but they also helped us understand the true potential of our tools. Today we have a more organized, proactive operation aligned with the highest security standards. Their technical team has demonstrated exceptional expertise and commitment, becoming a trusted strategic partner."


Information Security Manager, Leading Financial Institution.






This case demonstrates that it is not just about tools, but how they are integrated, configured, and managed. With the right support, an institution can move from chaos to a solid posture, complying with regulations, optimizing resources, and gaining operational autonomy.

Do you want to transform
your cybersecurity posture
and optimize your
technological investments?



Discover how our
Customer Success model
can help you.



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