BLACK BOX®

Black Box Helps a Leading Kenyan Airline Secure Its VoIP Remote Worker Infrastructure

BACKGROUND

Operating in over 50 global destinations, this Kenyan airline is a premium customer of Black Box and has a reputation for safety, reliability, and exceptional service. Supported by Black Box, the carrier airline runs a complex telecommunications system to support its business operations.

In particular, its extensive VoIP system plays a vital role in facilitating global inquiries, bookings, and other services for customers and employees. Due to its substantial global reach, the airline has remote agents for business operations, causing a high chance of being exposed to internet vulnerability and data breaches.

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CHALLENGE

Given its scale of operations, geographical spread, and remote agent network, this airline's VoIP remote worker infrastructure was repeatedly targeted by attacks, and its 50+ remote extensions faced active brute force attacks along with nearly 5.6 million attackers carrying out enumeration attacks. With such attacks, it's only a matter of time before attackers could take over extensions and leave the enterprise vulnerable to further attacks causing major revenue loss and reputational risks.

The airline observed activities like data theft, extension takeover, eavesdropping, and other attacks that pose a significant threat to business operations, as well as data

security and confidentiality. To make matters worse, in early 2022, the airline discovered a toll fraud on its IVR system –

- Hackers had gained unauthorized access to its IVR system, which enabled them to place long-distance calls at the airline's expense.
- The IVR system was targeted by a callback scam, where it was tricked into calling back premium rate numbers, resulting in inflated telephone bills.

The major challenges faced by the airline were:

Attacks on remote extensions

- Internet-connected devices used for remote work were at risk of being attacked within just a few minutes of being online. To stay safe, companies need to regularly monitor for and block any attacks that occur.

Toll fraud and the IVR callback scam

- The IVR callback scam that targeted the airline is a type of telephony fraud. Attackers use automated systems to request IVRs for callbacks to premium or high-rate numbers in other countries. Understandably, enterprises that call back these numbers are then charged exorbitant rates. Companies with high call volumes, distributed/remote workforces, call traffic variations, or spiked bills may not notice these charges until it's too late. So it's important to monitor for unusual call traffic or unexpected bills.

SOLUTION

Black Box viewed the situation as an opportunity to turn a potentially hostile circumstance into a positive one by restoring the integrity of the airline's VoIP system with Assertion® SecureVoice™.

THE FUTURE OPPORTUNITY

Assertion® SecureVoice™ boasts advanced security features, including 24x7 real-time call analysis for every call, making it an ideal solution for companies looking to safeguard their telecommunications systems against toll fraud and cyberattacks. The successful implementation of SecureVoice™ by the airline company has opened up new opportunities for Black Box to offer enhanced and comprehensive VoIP services to customers in the region and beyond.

GET IN TOUCH

For more information about our solutions or for a quote, please contact the UC & CX Team **+91 22 6661 7272,** **UC-CX-Practice-India@BlackBox.com** or visit **BLACKBOX.COM**.

OUTCOME

Assertion® SecureVoice™ is a specialized VoIP security solution that inspects every SIP message and call, 24x7 and in real-time, entering and leaving a company's VoIP environment to detect fraudulent activities, such as remote worker attacks, scam calls, call spoofing, toll fraud, and more.

Assertion® SecureVoice™ includes:

· Cloud-based deployment that requires minimal effort
· A high level of customization enabled by a no-obligation PoC*
· Assertion's active support

Black Box successfully demonstrated a PoC to the airline as to how around-the-clock visibility and real-time protection would operate in their own setup. It proved to be a resounding success and created a winning deal for Black Box and Assertion.

ABOUT BLACK BOX

Black Box® is a trusted IT solutions provider delivering cutting-edge technology products and world-class consulting services to businesses across the globe in every industry. The breadth of our global reach and depth of our expertise accelerate customer success by bringing people, ideas, and technology together to solve real-world business problems.

Basis Campaign Availability.

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