

## **SONY CASE STUDY**

# **PROTECTING FROM WEB BROWSER BASED CYBER ATTACKS**

Sony Bank in Japan recognises that in the financial sector, vigilance to detect threats and agility to respond to them, are the key attributes required to protect customers and providers from the threats of malware induced transaction fraud.

Sony Bank, operating under the MONEYKit online brand, was founded in 2001 and provides a range of financial services including online banking. It has always prioritised the security of its customers and is active in the continuous implementation of the countermeasures that are necessary to combat the threats of malware and cyber crime in the financial sector.



IN RECENT YEARS, SOLUTIONS AGAINST ONLINE BANKING TRANSACTIONAL FRAUD HAVE EXPANDED. IN JANUARY 2015, SONY BANK ADOPTED PHISHWALL CLIENTLESS, A SERVER SIDE SOLUTION, WHICH CAN DETECT ANY WEBSITE CONTENT TAMPERING CAUSED BY MALWARE INFECTION ON THE CLIENT.

WE INTERVIEWED MR. TATSUYA FUKUSHIMA, GENERAL MANAGER OF SYSTEM PLANNING DEPARTMENT AND MR. SHUICHIRO SUMIMOTO, MANAGER OF SYSTEM PLANNING DEPARTMENT OF SONY BANK REGARDING THE ADOPTION OF PHISHWALL CLIENTLESS AND ITS OPERATIONS.



**“ WE STARTED RESEARCHING PRODUCTS THAT PREVENT TRANSACTIONAL FRAUD FROM OCCURRING WHILE DISCUSSING AND IMPLEMENTING VARIOUS WEB SECURITY COUNTERMEASURES.”**

Nowadays there are several ways to prevent transactional fraud from happening such as acquiring an EVSSL certificate, taking down any phishing sites and creating a one-time password system.

However, sometimes we find that when global prevalence of fraudulent transactions increase, our customers become quite concerned and it becomes necessary to investigate and review our website security. Our desire to protect our customers' accounts and improve security led us to consider new ways of improving our security.

In the beginning of our investigation, we realised that solutions to protect against transactional fraud were predominantly client based solutions whereby the customer would need to install software and this could be inconvenient for our client base.

However in the case of Phishwall Clientless from SecureBrain, it does not require client software installation.

Mr. Fukushima

“**THE CONCLUSIVE FACTOR IN SELECTING PHISHWALL CLIENTLESS WAS THAT IT CAN PROTECT ALL OF OUR CUSTOMERS WHILE KEEPING UP WITH THE DOMESTIC SITUATION ON FRAUD.**”

Sony Bank is an internet bank and unlike an ordinary bank it has no branch office that customers can visit. When a case arises whereby a money transaction cannot occur, there are no alternatives for our customers to access their banks.

Our management team has a policy to provide highest quality of web security for the sake of our customers' accounts. As a result of this it was important that whatever solution we implemented was easily adaptable for our entire customer base.

SecureBrain is one of the leading domestic cyber security companies, which has large market share in this area. Additionally, SecureBrain has a very close relationship with the Tokyo Metropolitan Police Department giving us the confidence that they would be very effective at offering online fraud solutions against domestic attacks. Furthermore, the SecureBrain solution was cost effective and within the budget from what we expected for our security solution.

Mr. Fukushima

“**QUICK INFORMATION FEEDBACK AND RESPONSE IMPROVING  
OUR DETECTION QUALITY.**”

We began by running some penetration tests on PhishWall Clientless with an actual banking malware in order to measure the effectiveness of the solution against any potential attacks.

Usually this proves to be quite difficult as it requires revealing the core technology of the product, however SecureBrain was very co-operative during this process. As a result of their co-operation, we were able to both test and integrate the product in the span of 3 months.

When a malware attack occurs, we require rapid response and support. PhishWall Clientless performs well and helps us gain better insights on the attacks.

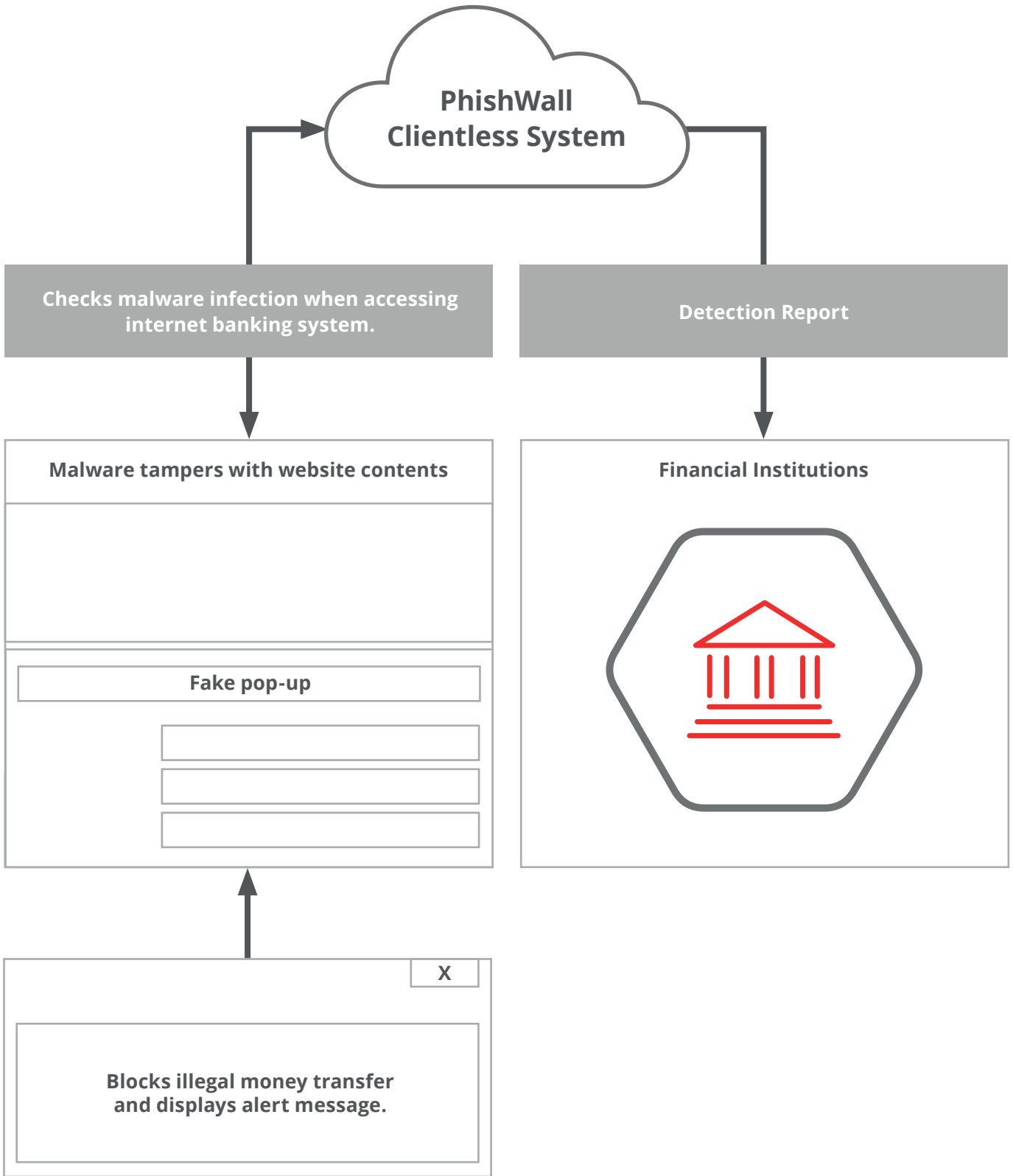
Furthermore, to keep up with the latest threats, the solution is frequently updated to maintain detection against new threats. We also admire SecureBrain for proposing new measures to help improve our security level.

Mr. Sumimoto

“**EXPECT TO CONTINUE TO BE WELL BALANCED PRODUCT  
INCLUDING TECHNOLOGY AND COST EFFECTIVENESS.**”

Cost effectiveness is very important because a product cannot be used if it does not fit our budget due to high costs even though it has the superior technology. On the other hand, it is meaningless if the product does not keep up with the latest threat even if the cost is low. I expect SecureBrain to continue to provide a well balanced solution that's cost effective.

Mr. Fukushima



## **FURTHER INFORMATION**

SecureBrain Corporation is owned by Hitachi Systems Ltd. It is a specialised security company providing solutions and services to keep enterprises and their customers safe from the effects of cybercrime.

Please contact Hitachi Europe Limited for further information about Hitachi's cyber security solution (PhishWall).

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