



SECURING THE SEAS: MODERNISING CYBERSECURITY FOR HISTORIC CRUISE LINE OPERATOR

INDUSTRY: Cruise and Travel

REGION: UK

USERS: 1300

CHALLENGES

- Mitigating complex cyber threats for a cruise liner environment
- Providing seamless and secure internet access for crew
- Optimising costs while maintaining robust security measures

SOLUTIONS

- Zero Trust Network Access (ZTNA) for comprehensive access authentication and authorisation
- Next Generation Secure Web Gateway (SWG) for robust web filtering and real-time threat detection
- EveryCloud Cloud Aware for expert insights and ongoing support

RESULTS

- Enhanced security posture with comprehensive threat detection and protection
- Streamlined management and compliance across the fleet
- Optimised operational costs through consolidated network and security controls

SAFEGUARDING LEGACY AT SEA

Operating in the cruise industry presents unique challenges that demand robust protection against cyber threats. As a historic cruise line operator with a 175-year legacy, this client needed to address these challenges to protect its data and critical operational systems. Cruise companies, unlike most organisations, have intricate and multifaceted networks that include passenger Wi-Fi, crew networks, bridge ICS, bridge IT, corporate IT, PMS, entertainment systems, and satellite communications. Network ports are often located in exposed areas, increasing the risk of accidental or rogue access to sensitive networks.

This cruise line operator manages a diverse portfolio of businesses, specialising in the cruise and passenger shipping industry. Their expertise extends to aviation, ship crewing, shipbuilding, property development, and electronics.

To stay ahead of evolving threats, the business needed to deploy new security services swiftly and efficiently, and by consolidating network and security controls, the organisation aimed to optimise costs without compromising on security, allowing for better allocation of budget.

A STRATEGIC APPROACH

Adopting a Zero Trust Network Access (ZTNA) approach was crucial for this client, given its unique operational environment. Unlike traditional network security models that rely on perimeter defences, ZTNA operates on the principle that no entity, whether inside or outside the network, is trusted, especially when the office is hundreds of miles out at sea. Every access request is authenticated and authorised based on strict identity verification and access controls. This approach is particularly important for cruise line operators as they have numerous access points, from onboard systems to remote administrative staff and guest devices.

By implementing ZTNA, the business could ensure that only authenticated users could access specific resources, minimising the risk of unauthorised access and potential breaches. This was essential in protecting sensitive passenger data, operational systems, and ensuring the integrity of onboard services. The dynamic nature of ZTNA allowed for adaptive security policies that could adjust based on user behaviour and threat intelligence, providing an additional layer of security in a highly variable environment.

Next Generation Secure Web Gateway (SWG) provided web filtering, real-time threat detection, and secure internet access, ensuring that passengers and crew could safely browse the web while the business could enforce acceptable use policies effectively. By Leveraging EveryCloud 'Cloud Aware', the organisation gained expert insights and ongoing support to maximise the value of their cybersecurity investments, ensuring they stayed ahead of emerging threats and maintained an optimal security posture.

A SAFER VOYAGE

The deployment of these solutions resulted in significant improvements for the client. Comprehensive threat detection and protection mechanisms reduced the risk of cyberattacks, safeguarding critical systems and passenger data. Simplified rollout processes enabled quick adaptation to new security requirements, while secure and seamless internet access enhanced the overall experience, contributing to higher satisfaction levels among passengers and crew. The consolidation of network and security controls optimised operational costs, allowing for better resource allocation and improved overall efficiency.

EveryCloud's tailored cybersecurity approach addressed the unique challenges faced by this business. By mitigating risks, centralising management, simplifying service rollouts, improving performance, and optimising costs, the client successfully enhanced its security posture while maintaining high levels of passenger satisfaction.

