

CASE STUDY FOR GAZON COMMUNICATION



ACCOUNT TAKEOVER SOLUTION



**GAZON
COMMUNICATIONS**
We Connect Smiles...

Gazon Communications contacted AuthSafe to protect its users from unauthenticated access to accounts and to avoid cybercrime incidents.

Industry: Telecommunication

Location: Pune, India

Employees: 150



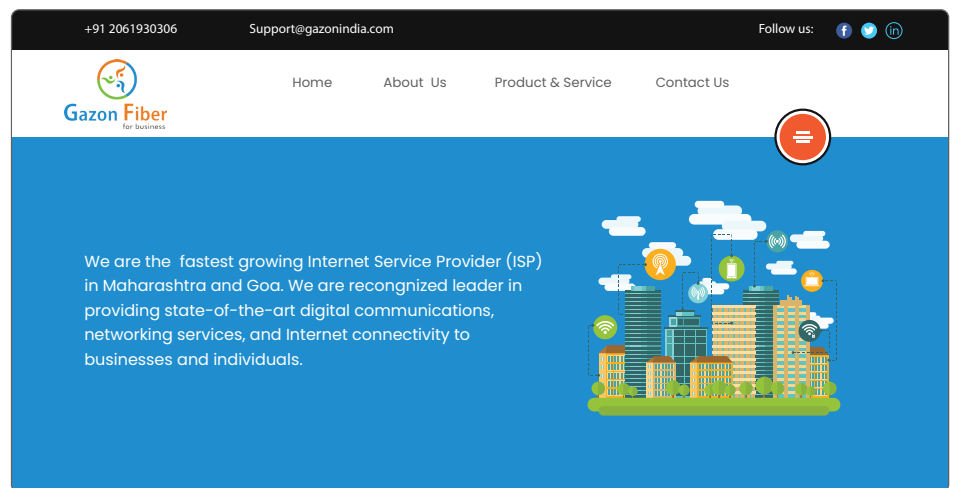
The Challenge

In 2012 Gazon Communications started providing telecommunication services in Maharashtra, expanding throughout India over time. Since then, the company has grown its network and users across India at a rapid pace. Gazon Communications reached its first half-million dollars of revenue in the first six months, and it has increased that number by 120% annually. Now, Gazon is booking well over 25 million dollars in revenue every year.

Gazon Communications caters to average users with a telecommunication service that uses web portals such as OSS (Operation Service Support) and BSS (Business Service Support) for the best user experience. Users perform operations in the web portal to manage the account services such as service recharge, subscribe value added services, transactions.

Gazon communications provide the web portal access to the franchise and partners to manage and make payments using same web portal. Due the nature of the usage, this makes web portal critical application for Gazon Communications.

Gazon Communications started seeing attacks on user accounts and an increase in failed login attempts. Because of this, legitimate users suffered from account lockouts and sent many requests for a password reset to the support department.



To stop such attacks, the first thing they did, says CTO Vijay Ahire, was to implement the Cloudflare and web application firewall to protect against general attacks and malicious traffic.

"As time went on, however, we started to see a significant increase in the attacks, and it was becoming too much work to handle it manually," said Vijay. The support team was busy replying to customers' tickets. Even after many had been solved, there were thousands of others pending because of slow response. The risks for accounts increased in terms of fraudulent recharges of services, adding new fraud accounts, and chargeback on new service purchases

The Solution

Telecommunication service provider companies, such as Gazon Communications, started focusing on account fraud prevention.

"If we prevent 100 percent of unauthorized access or account takeover, we will solve most of the probability that we will get any fraudulent activities in the account," says Vijay.

Gazon Communications needed a system that would provide an end-to-end automated solution, which would also scale at the pace of attacks and stop account takeover at login.

"First, we wanted to stop attacks in real-time, so we quickly mitigated attacks," Vijay said. From there, AuthSafe made it possible to automate account takeover prevention, blocking any malicious login attempt and notifying customers about resetting their passwords to resolve the incident. Vijay integrated AuthSafe himself by reading the available documentation.

The Result

Now, AuthSafe has been implemented to prevent account takeover and automate incident solutions, and no one even needs to look at the solution. "Support team was free from such ticket resolving, and risk of account fraud was prevented," Vijay Said.

Vijay and his team saw the report of hundreds or even thousands of accounts compromised. In two months, full integration rolled out in the Gazon's different applications and allocated managers for each application. Each of the application managers sees accounts flagged as compromised.

"I think because of the AuthSafe, bad actors never get a positive response to login to the application, and using previous knowledge of bad actors blocks future attacks," Vijay said.

In simple language, the benefits of AuthSafe is that account takeover is a total non-issue now. AuthSafe's customer doesn't have to spend any resources thinking about it. Customers will be able to do everything and see possible attacks and mitigate them automatically.