LevelB/ue

Federal Agency Transforms Security and Network Operations With LevelBlue Managed Government Trusted Internet Protocol Service

The Solution

LevelBlue Managed Government Trusted Internet Protocol Service

The fully customized, cloud-delivered TIC 3.0 solution included:

- 24/7 threat monitoring and response by LevelBlue SOC
- Next-Generation Firewalls
- Dynamic Sandbox Environment
- Anti-Malware/Antivirus Network Protection
- Email and DNS Security
- Proxy and Reverse Proxy for API Security
- Highly Redundant Network infrastructure

Challenges

A department of the federal government needing to meet Trusted Internet Connections (TIC) 3.0 guidelines from the Cybersecurity and Infrastructure Security Agency (CISA) for stronger security while moving to a modern, outsourced model for network infrastructure presented several challenges:

- **Rigid Vendor Requirements:** The agency specified specific vendors and security products that required LevelBlue to fast-track development to support and deploy in less than 4 months.
- **Legacy Policies and Outdated Infrastructure:** The agency's security policies had not been reviewed or updated prior to migration. Migrating these policies without policy optimization greatly increased the complexity of the project.
- **Compressed Timeline:** The agency required rapid implementation to align with the expiration of their data center lease, which was happening in just a few months.
- **Traffic Spikes and Oversubscription:** Facing traffic spikes beyond the anticipated 10 gbps environment pushed the limits of existing hardware and put geographic redundancy at risk.

"The LevelBlue team delivered a bespoke TIC solution that provides our agency with a unified platform that delivers reliable, consistent, uninterrupted secure connectivity to our components. LevelBlue continues to partner with us to continuously refine and improve our service to keep pace with the changing needs of our agency."

Overview

A federal agency faced the challenge of adapting to evolving cybersecurity requirements under CISA's TIC 3.0, while also reducing overall network operations costs and improving agility. This was a complex task with no room for error. In this customer story, learn how LevelBlue successfully navigated these challenges and transformed the federal agency's security and network operations.

Introduction

With the end of a costly data center lease and the growing need for a modern, secure network infrastructure, a large U.S. federal agency worked with LevelBlue to implement a fully managed, TIC–compliant Government Trusted Internet Protocol Service.

LevelBlue Managed Government Trusted Internet Protocol Service is a robust and scalable security solution that operates 24/7. It offers a range of essential capabilities, including comprehensive change management, incident management, and multi–agency policy management. This service offers significant benefits to federal agencies due to its ability to cater to the diverse needs of various departments and agencies operating under their umbrella. One of the key features of this service is its support for hybrid work environments, making it adaptable to the evolving needs of modern workplaces. Additionally, it seamlessly integrates with existing Wide Area Network (WAN) environments across multiple agencies, ensuring a cohesive and secure infrastructure. This solution has proven to be invaluable for federal agencies seeking to enhance their security posture while facilitating smoother inter–agency collaboration. It is designed to meet the challenges of a multi–agency environment, providing the necessary tools and frameworks to support ongoing operations effectively.

The managed service's core security features, including next–generation firewall connections, were crucial in enabling critical security technologies such as threat detection, email and DNS security, as well as proxy and antivirus protection. With a relentless focus on uptime and compliance, LevelBlue deployed engineers and professional services to quickly implement and support a customized and integrated toolset.

As part of the implementation, custom policies for each division of the agency were needed. LevelBlue delivered superior security protection for the federal agency through its adherence to TIC 3.0 and its ability to expand to remote and branch locations through dedicated internet.

The scope of the federal agency's project included not just policy management, monitoring, and compliance, but also managing the agency's entire data center infrastructure. FedRAMP–accredited, zero–trust ready network architecture was hosted in a secure data center with full environmental management and supported 24/7 by LevelBlue's Security Operations Center (SOC) with continuous threat intelligence from LevelBlue Labs Open Threat Exchange global threat sharing community.

Results/Highlights

- **Accelerated Implementation:** LevelBlue successfully built and operationalized a highly redundant data center in just 9 months. LevelBlue's dedicated team delivered a fully redundant TIC solution site within 6 months, followed by an additional site launched in just 3 months. This project involved the seamless transition of the customer's old TIC solution to the new infrastructure, followed by an additional site launched in just 3 months, showcasing LevelBlue's commitment to accelerated implementation and client success.

- **TIC 3.0 Compliant:** Met CISA standards for remote access, cloud access, branch office security, and traditional use cases.

- **Unmatched Flexibility:** Rapidly adjusted to customer and significant work environment shifts including bypass requests, evolving bandwidth needs and being able to deploy a remote work infrastructure over a single weekend. This experience highlights LevelBlue's commitment to being agile and responsive in an evolving environment, showcasing LevelBlue's ability to pivot quickly and effectively.

- **Seamless Migration:** Migrated legacy policy configurations with minimal disruption.

- **Customer Satisfaction:** LevelBlue demonstrated commitment to excellence through architecture reviews and weekly meetings, ensuring open communication and responsiveness to the client's evolving needs. The successful implementation of the custom TIC Solution has revitalized the federal agency's complex environment, fostering strong trust and confidence in the LevelBlue team. The federal agency's positive experience highlights the value of LevelBlue's managed security services.

About LevelBlue

LevelBlue is a joint venture between AT&T and WillJam Ventures to form a new, standalone managed cybersecurity services business.

At LevelBlue, we simplify cybersecurity through award-winning managed services, experienced strategic consulting, threat intelligence and renowned research. Our team is a seamless extension of yours, providing transparency and visibility into security posture and continuously working to strengthen it.

We harness security data from numerous sources and enrich it with artificial intelligence to deliver real-time threat intelligence, which enables more accurate and precise decision making. With a large, always-on global presence, LevelBlue sets the standard for cybersecurity today and tomorrow. We easily and effectively manage risk, so you can focus on your business.

**Welcome to LevelBlue.
Cybersecurity. Simplified.**

Contact us to learn more, or speak with your LevelBlue sales representative.