

# YUCATÁN STATE GOVERNMENT PROUDLY PROTECTS ITS CITIZENS' DATA

WITH TRUSTWAVE WEB APPLICATION FIREWALL

Located on the Gulf of Mexico and home to more than two million residents, the Yucatán State is rich in history and culture and has become a popular tourist destination. The Yucatán State Government employs 6,000 people to support the many needs of its citizens and communities. In recent years, the state's core IT and infrastructure team, The Secretary for Administration and Finance, has brought many of the government's services online to provide self-service options for its residents.

Currently, the state hosts more than sixty externally-facing websites that provide citizens with online access to make tax, driver's license and utility payments, process vehicle registrations, conduct demographic data queries, retrieve documents, schedule appointments and much more. With the continued growth of online services, securing the Web applications and their data also became a top priority.

**“Prior to Trustwave WebDefend, our Web server supporting all our external websites had less than 90% uptime. Now, with Trustwave we're experiencing 99% uptime.”**

– Daniel Vega Villa  
Data Service Administrator



## QUICK OVERVIEW

With Trustwave WebDefend implemented to protect 60+ externally-facing websites, Yucatan web application security management has decreased from weeks to minutes.



**Yucatán**

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## THE CHALLENGE

As the online services expanded and the volume of sensitive data increased, the IT department of the Yucatán State Government grew concerned that they needed to do more to ensure their website security and data integrity. Many of their sites host applications accessing a variety of databases containing confidential information. With the state being such a desired target for attacks, 40% of inbound traffic to their sites was attributed to hacking and malicious activity.

After they suffered from two successful breaches, the IT and infrastructure team knew they had to take action. Initially, the team implemented an open source solution, ModSecurity, to scan their inbound Web traffic; however, the team quickly discovered that they needed a more robust solution with built-in features to address log searches, implement rules and apply patches.

With a small IT staff, the state needed a better way to stay on top of threats that would alleviate the time consuming efforts required to successfully block attacks. In addition, they needed to streamline the process to research the root cause of code errors on their Web sites and to gain faster visibility into the necessary steps required to rectify them.

## THE SOLUTION

After conducting a search for a leading, commercial-grade Web application firewall, Yucatán State Government implemented Trustwave WebDefend and realized immediate results with increased visibility and security.

“We had areas of our websites we didn’t even know existed until we implemented Trustwave WebDefend,” said Daniel Vega Villa, Data Service Administrator. “We hadn’t realized some of our Web developers were uploading SQL administration tools that had weak password validation, exposing our SQL databases to brute force attacks.”

Now, with Trustwave WebDefend, the IT team is alerted when website code from internal developers has vulnerabilities, solving many problems before website changes go live. “The time to solution for code validation now takes minutes and is proactive with Trustwave WebDefend instead of reactive,” explained Vega.

With Trustwave WebDefend, the IT team also saved countless hours of staff time and resources in managing the security of their websites – a benefit they gained through

Trustwave WebDefend’s threat detection and automated alerting systems. “What used to take us days or weeks to manage website security now is either fully automated or takes mere minutes,” added Vega.

Trustwave WebDefend continuously monitors if someone is trying to take down or hack the state government’s websites, access data within its Web applications or access internal systems. “Prior to Trustwave WebDefend, our Web server supporting all our external websites had less than 90% uptime. Now, with Trustwave we’re experiencing 99% uptime,” claimed Vega.

In addition to the consistent uptime, the state has also greatly increased its overall security posture and has closed the risk exposure window by quickly addressing identified vulnerabilities. While other government agencies in Mexico have recently suffered from public scrutiny following successful website hacking efforts, the Yucatán State Government IT team rests easy at night knowing their sites are protected by Trustwave WebDefend.

“We are proud of our State’s proactive approach to data security and the leadership we’ve taken to keep our citizens’ critical data safe. This gives us credibility with our citizens and helps to reassure them that we are serious about protecting their information,” said Vega.

## THE RESULTS

99%

Increased security of all Web applications, resulting in zero breaches and 99% Web server uptime



Automated tasks—previously done manually—limit risk exposure time and save staff resources



Proactive management of website code integrity



For more information: <https://www.trustwave.com>.

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