



CUSTOMER CASE STUDY

How the National 9/11 Memorial & Museum strengthened a small team against enterprise-level threats

Sophos MDR connects with the organization's existing Microsoft security investments and extends its lean team with 24/7 monitoring, expert-led response, and dedicated threat hunting.



Industry
Nonprofit

Sophos Solutions
Sophos Managed Detection and Response (MDR)
Sophos Network Detection and Response (NDR)

About the National 9/11 Memorial & Museum

The National 9/11 Memorial & Museum in New York City honors those who were lost and those who served during one of the darkest days in American history: Sept. 11, 2001.

Located in lower Manhattan, the Memorial & Museum attract thousands of visitors from around the world each year, including global dignitaries who attend the annual commemoration ceremonies or pay their personal respects during regular travel to New York City. By the nature of what it represents, the Memorial & Museum is a high-profile target for cyberattacks.

The challenges

- High-profile organization is a target for threat actors.
- Need for around-the-clock vigilance.

Keeping pace with evolving threat actor techniques, employing constant security monitoring and threat detection, and being as cyber resilient as possible are critical for the small internal security team.

As Steve Hey, the Memorial & Museum's Senior Vice President of Information Technology, Infrastructure, and Operations, describes it: "We are small in organizational size, but we have the same risks and challenges as a large enterprise."

The solution

- Employ holistic threat monitoring, detection, and response.
- Gain rapid access to expert SOC analysts and threat insights.
- Enhance security with continuous bi-weekly threat hunting with Elite Threat Hunting.

Hey admits he had reservations about partnering with a security company.

"I was a little hesitant at first about having anybody come in to help with security," Hey said. "But we soon learned that Sophos has a deep pool of talent. From the beginning, we've been able to complement our team with Sophos talent, better monitoring systems, endpoint sensors, and the most current information on the latest threats."

Sophos Managed Detection and Response (MDR) delivers superior detection and unmatched response with around-the-clock threat monitoring and investigation, as well as direct access to global cybersecurity experts analysts.

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Steve Hey

Senior Vice President of Information Technology, National 9/11 Memorial & Museum

As part of Sophos Fusion, Sophos MDR provides 24/7 monitoring, threat detection, investigation, and response across the National 9/11 Memorial & Museum's environment. It works with Sophos and third-party security technologies across endpoint, network, cloud, identity, email, and business applications, giving Sophos analysts the context to investigate potential threats.

Through Elite Threat Hunting, the organization also has a designated Sophos threat hunter who continuously searches its environment for stealthy threats and meets with the internal team every two weeks. Sophos Network Detection and Response (NDR) monitors activity entering, leaving, and moving within the network, adding visibility into suspicious activity that other security technologies may miss. Sophos also provides proactive security testing, including penetration testing.

"As a non-profit, we don't have unlimited resources to expand our IT security team, so Sophos services really have become a huge plus for us," Hey said.

Results and impact

- Augmented in-house resources with 24/7 threat monitoring, investigation, and response.
- Reduced risk with complete visibility and proactive network-based threat blocking.
- Elevated breach protection through bi-weekly meetings with designated threat hunters.

Like many non-profit organizations, the 9/11 Memorial & Museum experienced challenging times during the COVID pandemic. Hey said Sophos approached the Memorial & Museum with a plan to reallocate planned spending on security testing to ensure continual delivery of core solutions such as Sophos MDR, until the pandemic restrictions eased and visitors returned.

"Sophos helped ensure we had as much support as we needed," Hey said.

Added Eric Valensoy, Vice President of Network, Security and Technical Operations: "The support we got from Sophos during the pandemic was unmatched. Sophos went above and beyond for us. I have never seen somebody take care of a client in that way."

The 9/11 Memorial & Museum has a heavy Microsoft presence in its environment. Taegis integrates with Microsoft, protecting the Memorial & Museum's significant investment in that technology.

"We have Microsoft Defender," Valensoy said, "which complements the Sophos endpoint agent well. The Sophos platform has elevated our overall security. Having the Sophos partnership with Sophos MDR, Elite Threat Hunting, Sophos NDR, and including yearly tests, provides us with the top-notch security our organization needs."

"Sophos has fortified our security systems. I know Sophos will detect malicious activity and give us a heads up if something is not right."

Steve Hey

Senior Vice President of Information Technology, National 9/11 Memorial & Museum

Looking ahead

Given the nature of the Memorial & Museum's global profile and the attention it receives throughout the year — particularly during the anniversary each September — Hey notes that having a breadth of Sophos solutions is comforting. “It’s tried and true,” Hey said. “To ensure the safety of our higher profile visitors, we regularly have law enforcement agencies monitor our networks and they have never found any issues. With Sophos, we have state of the art technology looking for the newest threats. The capabilities with the platform also help us when we work with cyber insurers and talk about premiums and renewals.”

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