Overcoming SIEM challenges:

Public Storage's transformation with Log360

| Company: **Public Storage** | Industry: **Storage** | Location: **United States** |

About Public Storage

Founded in 1972, Public Storage is a leading provider of storage units in the US, with thousands of locations across the country. As a member of the S&P 500 and FT Global 500, the company has established a reputation for being a trusted, reliable self-storage service provider.
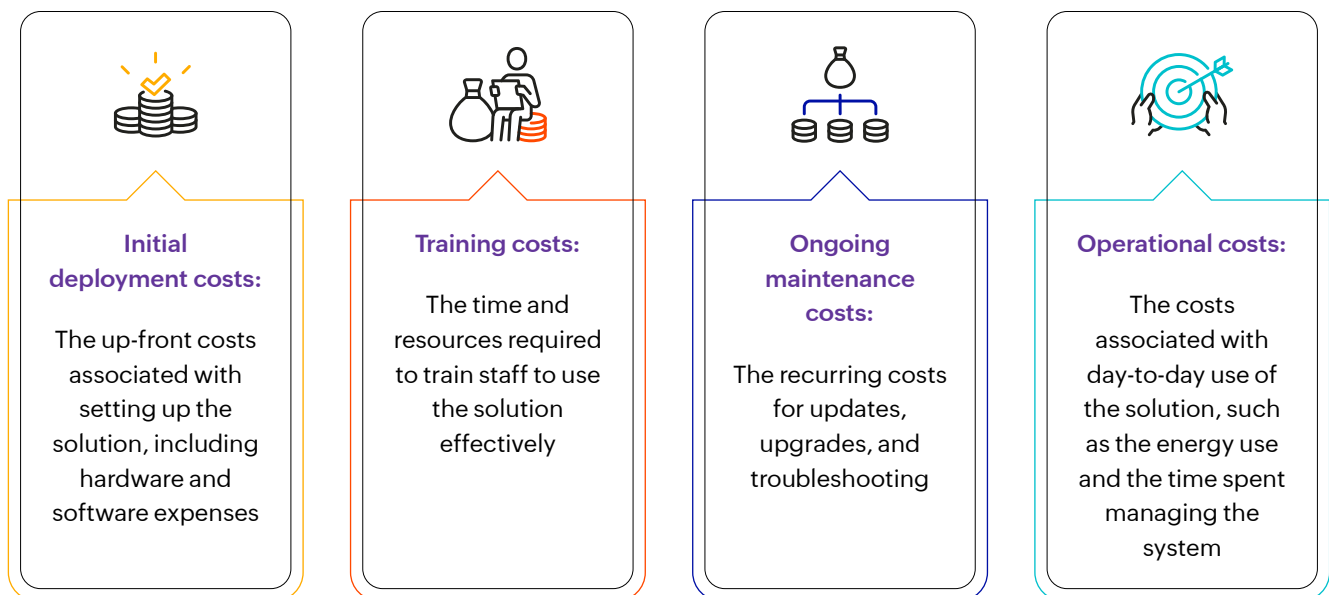
Public Storage offers a wide range of solutions for individual and business needs, providing space for everything from personal items to business inventory. Its services include personal storage, business storage, vehicle storage, and climate-controlled storage, making it a versatile option for all types of storage needs.

Challenges

Despite its overall success in business operations, Public Storage encountered difficulties in effectively managing its IT infrastructure, particularly with the deployment and operation of its security information and event management (SIEM) systems.

Complex, costly SIEM solutions

Public Storage's previous SIEM solution was a significant investment, encompassing not only the initial deployment costs but also the extensive resources and time required for staff training and ongoing maintenance. This is a typical challenge that many organizations face when considering the total cost of ownership (TCO) of a SIEM solution, which often includes the following components:

Initial deployment costs:	**Training costs:**	**Ongoing maintenance costs:**	**Operational costs:**
The up-front costs associated with setting up the solution, including hardware and software expenses	The time and resources required to train staff to use the solution effectively	The recurring costs for updates, upgrades, and troubleshooting	The costs associated with day-to-day use of the solution, such as the energy use and the time spent managing the system

When considering the TCO of a SIEM solution, it is essential to evaluate how each of these components contributes to the overall cost.

In the case of Public Storage, the transition to Log360 led to significant cost reductions across all the components mentioned above. Log360's simplified deployment and intuitive interface reduced the initial deployment costs and eliminated the need for extensive training. The robust, flexible nature of the solution has minimized the need for ongoing maintenance, and the efficiency gains have led to lower operational costs.

To help organizations fully understand its potential cost savings, Log360 offers an ROI calculator. This tool allows users to estimate their potential ROI by considering the reductions across all the SIEM cost components.

Security threats and compliance audits

Public Storage also grappled with an array of security threats. To stop the attacks in their initial stages, Public Storage's security operations team focused on finding the indicators of compromise (IoCs), which are signs of threats or intrusions (such as failed logons) that may indicate attempts to breach the system.

The company was also monitoring suspicious changes made to sensitive files, which require immediate action to prevent data theft and tampering. It was difficult configuring the old solution to capture IoCs and analyzing the data it presented. Threat management, in general, was a significant area of concern. The ability to promptly detect, investigate, and respond to threats was paramount.

Compliance audits posed another challenge. As a public company and a holder of a substantial amount of personal data, Public Storage is subject to stringent regulations regarding data protection and privacy. Its previous SIEM solution did not provide the level of transparency and efficiency needed for effective compliance audits.
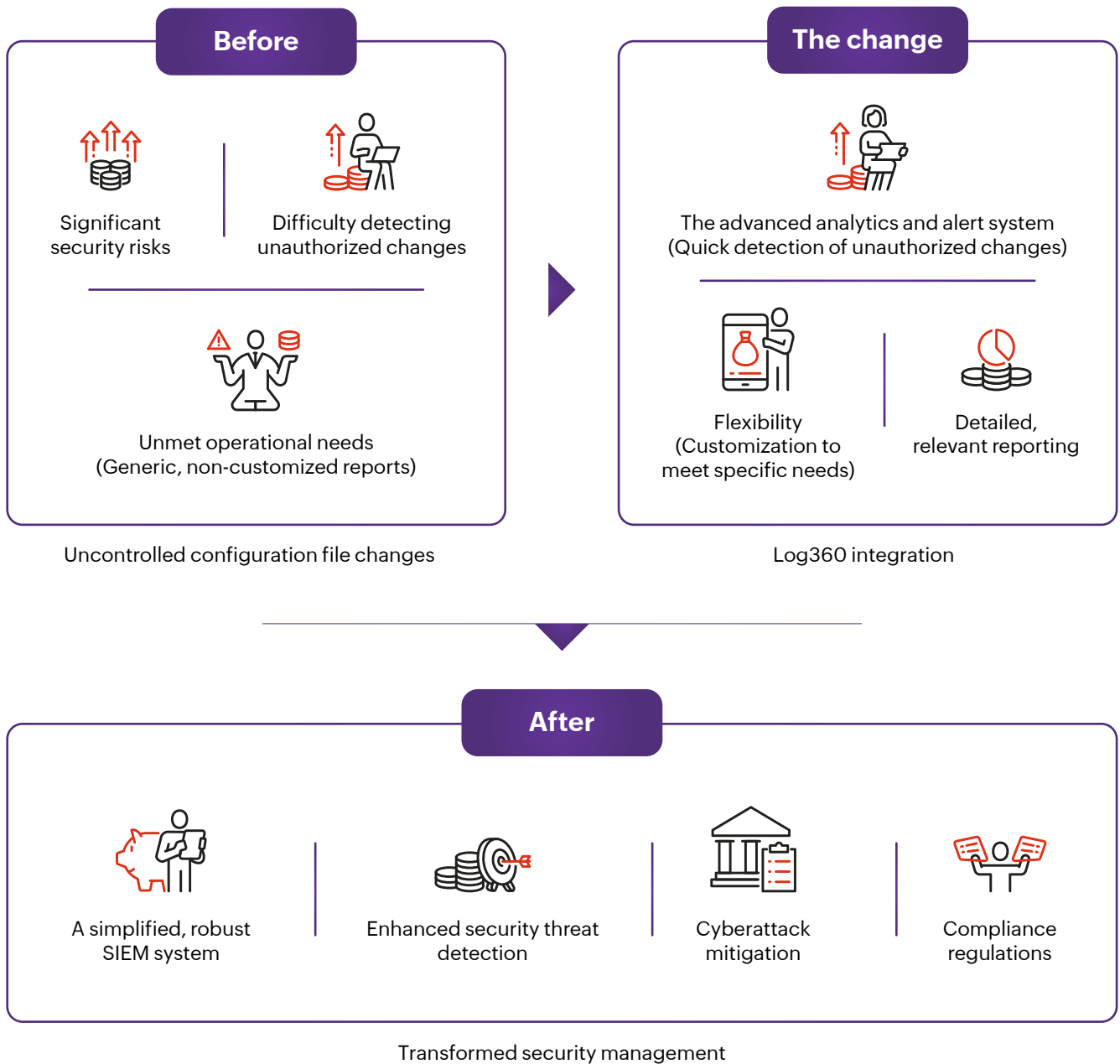
In the face of these challenges, Victor Chil-Gevorkyan, systems administrator at Public Storage, started looking for a more cost-effective yet equally robust and secure SIEM solution.

ManageEngine Log360: The solution to Public Storage's challenges

Faced with the challenges of a complex, costly SIEM solution along with the increasing risks of security threats, cyberattacks, and stringent compliance audits, Public Storage found its solution in Log360.

One of the standout features of Log360 that has proved invaluable to Public Storage is how it lets users analyze log data through its security analytics widgets and graphical dashboards. These dashboards provide a visual, intuitive method for understanding data, enabling the swift identification of suspicious behavior. With this feature, the company can easily monitor system activities, detect irregular patterns, and respond in real time. "The intuitive reports with insights such as the source and time of the action helped in detecting threats the most," said Chil-Gevorkyan.

Impacts of Log360

Before

Significant security risks

Difficulty detecting unauthorized changes

Unmet operational needs
(Generic, non-customized reports)

Uncontrolled configuration file changes

The change

The advanced analytics and alert system
(Quick detection of unauthorized changes)

Flexibility
(Customization to meet specific needs)

Detailed, relevant reporting

Log360 integration

After

A simplified, robust SIEM system

Enhanced security threat detection

Cyberattack mitigation

Compliance regulations

Transformed security management

"The product goes above and beyond expectations."

Victor Chil-Gevorkyan, systems administrator, Public Storage

Our Products

AD360 | ADAudit Plus | EventLog Analyzer | DataSecurity Plus

Exchange Reporter Plus | M365 Manager Plus

ManageEngine
Log360

Log360 is a unified SIEM solution with integrated DLP and CASB capabilities that detects, prioritizes, investigates and responds to security threats. Vigil IQ, the solution's TDIR module, combines threat intelligence, ML-based anomaly detection and rule-based attack detection techniques to detect sophisticated attacks, and it offers an incident management console for effectively remediating detected threats. Log360 provides holistic security visibility across on-premises, cloud and hybrid networks with its intuitive and advanced security analytics and monitoring capabilities.

For more information about Log360, visit manageengine.com/log-management/ and follow the LinkedIn page for regular updates.

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