# Are You Being Served?

# How Can Security As A Service Serve You?

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# Part 1. Executive Summary

Businesses are starting to implement cloud technologies at an alarming rate. Cloud offers a number of benefits to businesses including cost savings, speed of technology deployment and the ability for employees to work remotely. However, migration to the cloud can be fraught with difficulties with businesses needing to take into account a number of different potential pitfalls. Careful consideration needs to be given regarding the services that are moved to the cloud.

The key to achieving successful migration is understanding the different types of cloud services available and selecting the right model for the individual company's needs and services. If the IT department is not able to support this they should look to outsource to a Security as a Service (SaaS) provider to support with the transition and its ongoing management.

SecureData has conducted a study of IT managers to get their opinions on the situation; we believe the following are the most salient findings:

• Nearly half of all respondents are currently running IT services in the cloud.
• 78% of respondents felt a lack of trust in security was the biggest barrier to the adoption of cloud security, which rises to 82% of respondents from large businesses (with more than 3,000 employees).
• Over half of IT managers use cloud services for web content control and storing data. This increases further in the retail, distribution and transport sectors to 70 per cent of businesses using the cloud for web content control and 60 per cent using it for storing data.
• Over half of the respondents thought that it was very important or important to have a fully outsourced managed security service offering in order to roll out cloud technologies.
• Only 5% of respondents saw no benefit in using a SaaS provider. Whereas everyone in the financial services sector sees a benefit in using a SaaS provider.
• 67% of IT managers thought that a SaaS provider should be held responsible for any security breaches, which rose to nearly three quarters of the financial services sector believing this.

This study highlights the growing trend of moving IT services into the cloud. However it also shows that security fears are preventing businesses implementing these technologies. It is no wonder that businesses still remain uncertain regarding security in the cloud as it has never been more important than when data is saved in a public infrastructure. Yet there are a number of benefits that cloud technologies can bring to a business so it is important that these concerns are addressed. If a business has concerns about security in the cloud they should consider outsourcing to a SaaS provider. This will give them the peace of mind that their data is secure and the network is being monitored at all times to prevent any security breaches. This means that the IT department can focus on the implementation of their cloud technologies.

# Part 2. Analysis of key findings

**1. Do you have plans to move any IT services into the cloud? If so, when?**
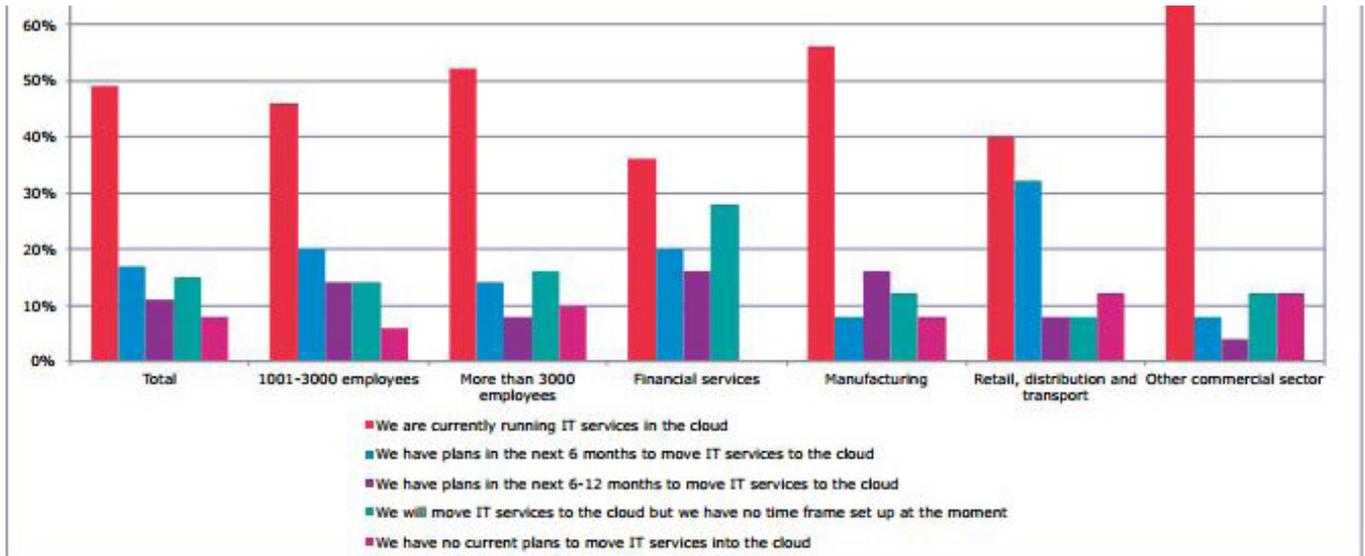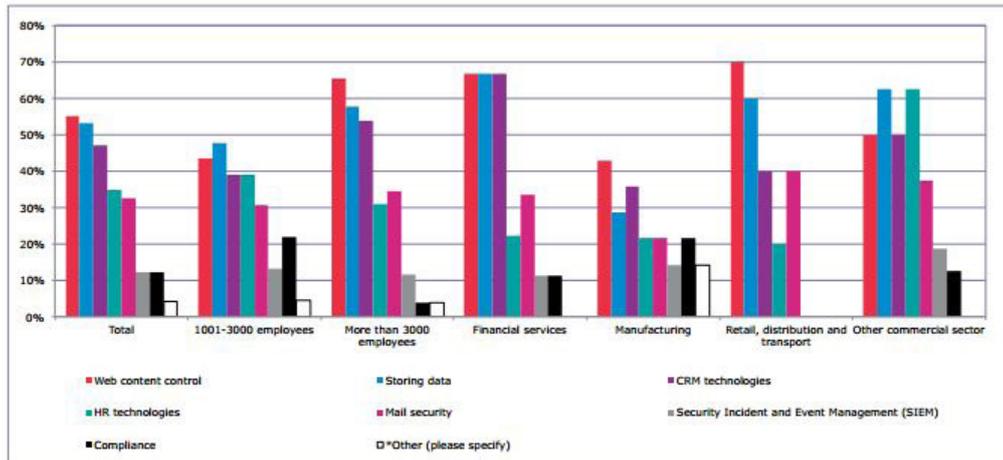


**KEY STATISTICS**

• Nearly half of all the respondents are currently running IT services in the cloud.
• 64% of IT managers from other commercial sectors and 55% of manufacturing respondents already have IT services in the cloud.
• One fifth of companies with 1,001 – 3,000 employees have plans in the next six months to move IT services to the cloud.
• All respondents from the financial services sector have plans to move IT services into the cloud.

**ANALYSIS**

It is clear that businesses across the UK are starting to move IT services into the cloud. However there is still a long way to go before this is commonplace across all industries. There are still nearly a quarter of companies (23%) that have no time frames to set up cloud technologies or don't have any plans to move into the cloud at the moment. It is important that these companies realise the opportunities that moving services into the cloud can bring to a business, e.g. cost savings. For those that are still unsure, they should look for additional outsourced support to ensure the transition is as smooth as possible

**2. What services does your company currently run in the cloud?**



## KEY STATISTICS

• Over half of the respondents use cloud services for web content control and storing data. This rises further in the retail, distribution and transport industry to 70 per cent of businesses using the cloud for web content control and 60 per cent using it for storing data.
• Only 12% of respondents use the cloud for Security Incident and Event Management (SIEM) as well as 12 per cent using it for compliance.
• Although the retail, distribution and transport sector has the highest number of businesses using the cloud for mail security, none of the businesses are using it for SIEM or compliance.

## ANALYSIS

Although a number of businesses are using the cloud, most seem to be using it for the same, limited services. Very few are using the cloud to implement security services. There are a number of benefits for moving security services into the cloud and businesses should leverage these new technologies. As more peopie introduce cloud services there may be an increase in the use of security in the cloud. We are still in the early stages of the technology, therefore it is likely that most businesses are trialling the technologies before making that next step, especially with an issue as important as security. The need for security services in the cloud has also never been as important as it is today as businesses need to continuously monitor their networks for security breaches. Distributed denial-of-service (DDoS) attacks cost UK businesses thousands of pounds every day. IT managers need to take a risk management approach to security, by monitoring for potential attacks rather than just minimising the damage should one arise. Cloud security services offer the flexibility to continuously monitor the network and quickly react to any threats.

**3. In order of preference what is the most important benefit with moving IT services into the cloud?**
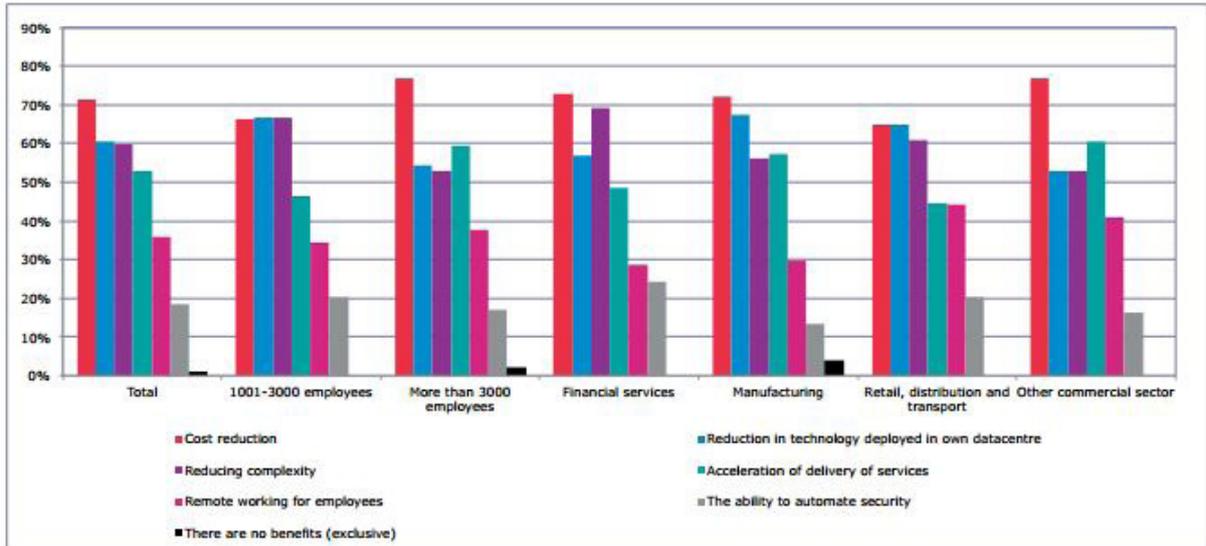


**KEY STATISTICS**

• 71% of respondents thought that cost reduction was the most important benefit to move IT services into the cloud.
• Over half of respondents thought that an acceleration of delivering services was the biggest benefit.
• 19% of respondents saw the ability to automate security as the biggest benefit to the cloud.
• 99% of respondents overall saw benefit in using the cloud. Only 1% saw no benefit in the cloud.

**ANALYSIS**

It is unsurprising to see that 99% of the respondents think that there are benefits to moving IT services into the cloud. It is also to be expected that cost reduction is seen as the biggest benefit as businesses look to become more cost effective during difficult and uncertain economic times. Although only 3% saw the ability to automate security as a benefit there is a real potential to utilise the cloud for security purposes. Due to the added flexibility that the cloud allows it is the perfect technology to support existing security technologies monitor for incoming attacks or security breaches. IT departments that do not feel that they have the resources to use the cloud to implement security services should look to outsourced managed service providers to support

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**4. What do you see as the major barriers to the adoption of cloud technolgies?**
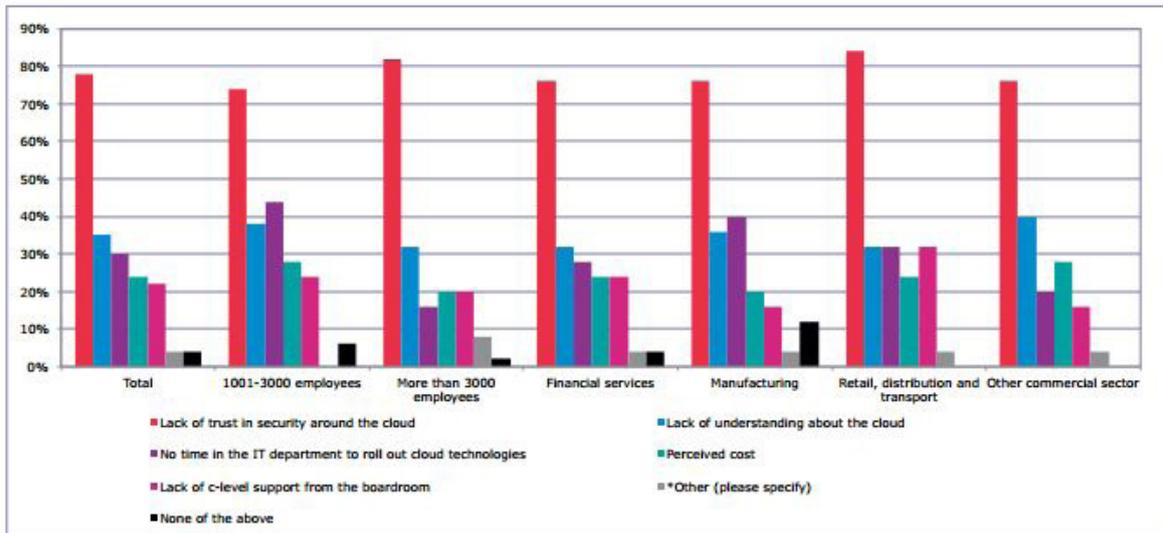


**KEY STATISTICS**

• 78% of respondents thought that the lack of trust in security was the biggest barrier to the adoption of cloud security, which rises to 82% of respondents from businesses with more than 3,000 employees.
• Over a third of respondents found that a lack of understanding was the biggest barrier to cloud adoption.

**ANALYSIS**

The vast majority of respondents thought that a lack of trust in security was the biggest barrier to implementing cloud technologies. As the results show this is particularly true with larger organisations where there are greater risk factors; for example more data at risk and more people to make potential mistakes. However, if managed properly, security should not be a concern with the cloud. Should a business not feel comfortable to implement security policies to protect their cloud IT services they should look to outsource to a business that can ensure their data is secure even in a public cloud. Therefore outsourcing to a managed service provider to take control of the security practices and giving businesses peace of mind can be the best method when moving to the cloud.

**5. Is it important to have a fully outsourced managed security service solution in order to roll out cloud technologies?**
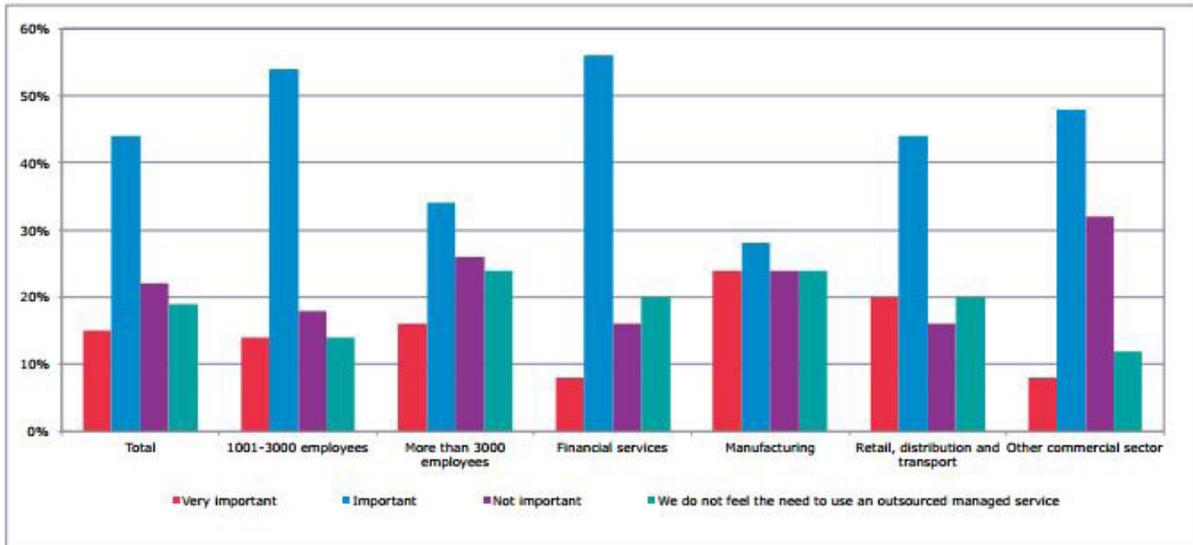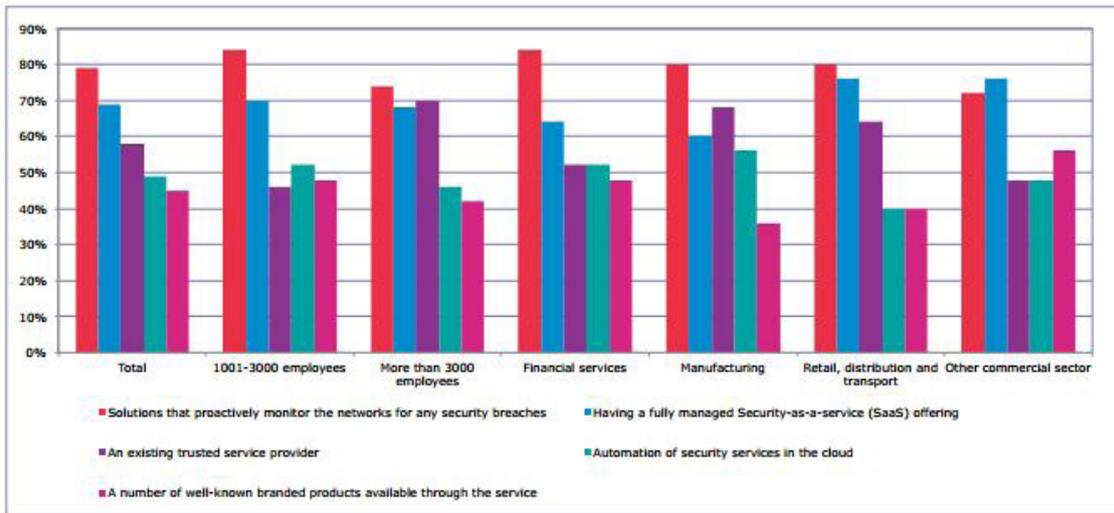


## KEY STATISTICS

• Over half of the respondents thought that it was very important or important to have a fully outsourced managed security service solution in order to roll out cloud technologies.
• A fifth of respondents from the retail, distribution and transport sector thought that it was very important to have a fully outsourced managed security service solution in order to roll out cloud technologies.
• Over half of the respondents from the financial services sector thought that it was important to have a fully outsourced managed security service solution in order to roll out cloud technologies.

## ANALYSIS

The move to cloud technologies can be complicated and this is highlighted by the fact that over half of all respondents think that it is important to have a fully outsourced managed security services solution in order to roll out cloud technologies. This highlights that businesses want support with the roll out of cloud technologies. However the needs of every business will differ therefore it is important that a managed service provider has the flexibility to solve each individual business's issues.

**6. Please list in order of preference what is the most important factor to you when choosing a SaaS provider?**
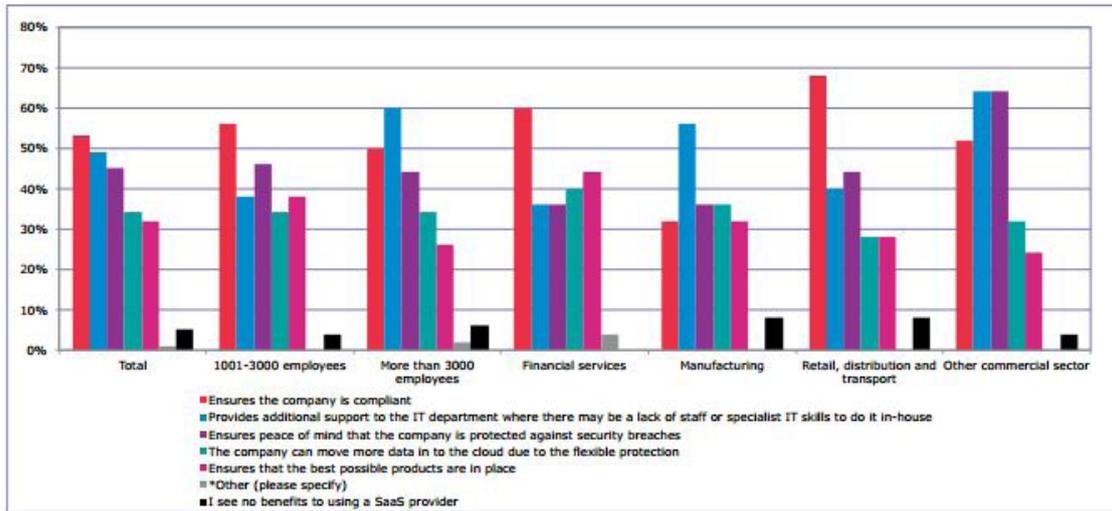


**KEY STATISTICS**

• 79% of IT managers believe that having solutions which proactively monitor networks for any security breaches is the most important factor when choosing a SaaS provider.

• 70% of businesses with 1,001 – 3,000 employees see having a fully managed SaaS offering as the biggest factor when choosing a SaaS provider.

• However 70% of larger companies (employees of 3,000 or more)

**ANALYSIS**

With less than half of respondents believing that having a well-known-branded product was the biggest deciding factor for choosing a SaaS provider, this suggests that the focus is moving away from solutions. For SaaS, management is the driving factor and businesses no longer want to know what solutions they have on their network, they just want to be assured that they are protected. It is therefore important that businesses can choose a trusted SaaS provider that has a full offering that is properly managed.

### 7. What do you see as the main benefits of using a SaaS provider?



**KEY STATISTICS**

• Over half of the respondents believe that the main benefit of using a SaaS provider is that it helps to ensure the company is compliant. This rises to 60% of those surveyed from the financial services sector and 69% from the retail, distribution and transport sector.

• Nearly half of respondents thought that providing additional support to the IT department where there may be a lack of staff or specialist IT skills to do it in-house was the second most important benefit of a SaaS provider.

• Only 5% of respondents see no benefit in using a SaaS provider. Whereas everyone in the financial services sector sees a benefit in using a SaaS provider.

**ANALYSIS**

The majority of respondents felt that the main benefit of using a SaaS provider is that it helps to ensure the company is compliant. This is because SaaS providers share the expertise in this area, and can take on the responsibility for the business to ensure that they are compliant. Interestingly, additional IT support was voted as the second benefit to using a SaaS provider. With more activity falling on to the IT department the move to the cloud can be fraught with complications. Where IT departments do not have the necessary skills needed to implement cloud technologies companies should look to outsource to a SaaS provider. Their expertise in this field can support the IT team to make sure that the business is compliant and protected, and the transition to the cloud has little to no issues.

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**8. What do you see as the main benefits of using SaaS provider?**
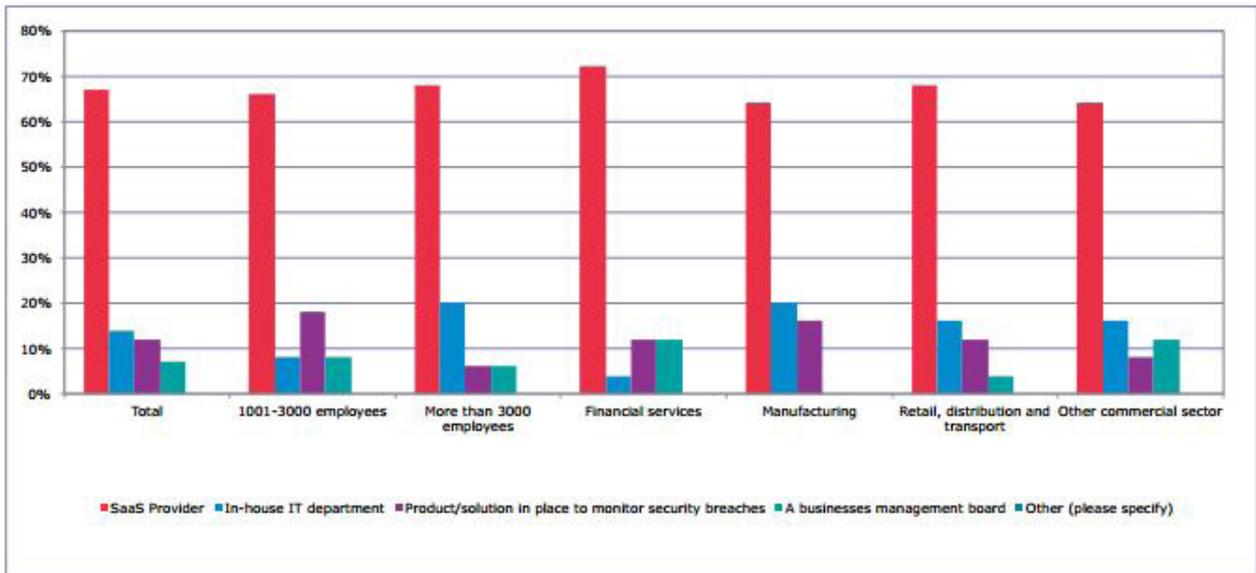


**KEY STATISTICS**

• 67% of respondents thought that the SaaS provider should be held responsible for any security breaches. This rose to nearly three quarters of financial services respondents agreeing.
• 12% of respondents thought that the products in place to prevent security breaches were to be held responsible.
• A fifth of IT managers from the financial services sector thought that the responsibility lies with the in-house IT department.

**ANALYSIS**

SaaS providers need to be aware that customers believe the responsibility for breaches in security lies with them. Businesses want the peace of mind that can be offered by a SaaS provider and its constant monitoring of the network. It is important that businesses choose a trusted partner that can offer the security needed.

# Part 3. Appendix

SecureData commissioned a Vanson Bourne Omnibus survey of 100 IT managers in large UK enterprises (more than 1,000 employees) across the financial services, manufacturing, retail, distribution/transport and commercial sectors. The following questions were asked:

• Do you have plans to move any IT services into the cloud? If so, when?

• What services does your company currently run in the cloud?

• In order of preference what is the most important benefit with moving IT services into the cloud?

- Cost reduction

- Reduction in technology deployed in own datacentre

- Reducing complexity

- Acceleration of delivery of services

- Remote working for employees

- The ability to automate security

- There are no benefits (exclusive)

• What do you see as the major barriers to the adoption of cloud technologies?

• Is it important to have a fully outsourced managed security service solution in order to roll out cloud technologies?

• Please list in order of preference what is the most important factor to you when choosing a SaaS provider

- Solutions that proactively monitor the networks for any security breaches

- Having a fully managed SaaS offering

- An existing trusted service provider

- Automation of security services in the cloud

- A number of well-known branded products available through the service

• What do you see as the main benefits of using a SaaS provider?

• If a company is using a SaaS provider where do you think the responsibility lies if there is a security breach?