



TSG Voice Customer Success Story

Making VoIP more secure with TSG phones.

CHALLENGE

Protecting CUI transmitted over the agency's VoIP networks.

In 2017, CIS began working closely with a cabinet level agency with multiple large, nationwide enterprise IP phone networks. As part of this civilian Agency's mission, its employees and contractors handle significant quantities of Controlled Unclassified Information (CUI). Although not classified, much of this CUI was more sensitive than average. This raised concerns for Agency leadership regarding how and when this information was discussed. Understanding the risk associated with the vulnerability of VoIP and the sensitivity of the CUI that was being discussed in the facilities, Agency leadership took proactive steps to mitigate the risks.

CIS Secure has provided over **20,000** VoIP phones across multiple platforms (Cisco, Avaya, Poly), **5,000** USB Positive Disconnects as a softphone solution and **500** analog phones to this Agency.

SOLUTION

Implementing TSG phones and customizing them to meet agency needs.

Leadership instituted a policy to implement TSG phones in a phased approach across the Agency as a Technical Surveillance Countermeasure (TSCM). CIS Secure engaged with multiple, geographically dispersed Agency technical teams to understand the breadth and scope of the areas that needed to be addressed. The agency had – and continues to have - multiple phone systems spread across the country ranging from analog handsets to numerous VoIP platforms. CIS Secure's broad and growing portfolio of TSG-approved instruments was able to meet the needs of the disparate phone networks across the country. In addition, the CIS Secure team worked with Agency leadership to understand emerging VoIP requirements and developed new solutions to help meet these needs.

Results

Delivering a flexible solution tailored to disparate agency missions.

CIS Secure has provided over 20,000 VoIP phones across multiple platforms (Cisco, Avaya, Poly), 5,000 USB Positive Disconnects as a softphone solution and 500 analog phones to this Agency. Our TSG-approved phones are helping to ensure that the Agency is managing risk across the enterprise as part of this concerted effort to protect CUI. With the emergence of video as a key enabler of stakeholder workflows, the Agency is currently working with CIS Secure to evaluate the dynamics of TSG video in further reducing their risk profile. With CIS Secure's expanding TSG portfolio of solutions, our goal remains to help our customers secure their mission.

CUSTOMER SUCCESS STORY

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About CIS Secure

A commitment to defense defines us.

CIS Secure is an innovator, integrator and expert advisor supporting the broadest portfolio of powerful, mission specific C5ISR communications and cybersecurity solutions. And, as it is with you, our nation's security forms the foundation of everything we do.

CIS Secure operates 24/7, because your mission never sleeps. Almost every one of our customer-facing staff holds a security clearance – with the vast majority at the highest available level. Our team is proud of their personal history supporting our country in the DoD or IC. Our products are certified to the highest government standards and come from suppliers and manufacturers with documented secure supply chains.

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