Tüpraş Secures Confidential Data & Streamlines File Sharing with FileOrbis

Company: Tüpraş

Industry: Oil & Gas

Number of Employees: 5000+

Core Product:
- Secure File Server Suite
- Data Governance Manager

Add-Ons:
- Approval Add-On
- Mount Drive Add-On
- FTP/ SFTP Add-On
- Watermark Add-On

Customer Contacts

Alper Şulan a 6-year veteran CISO at Tupras is responsible for all the organizations' security processes. Şulan, who previously worked in IT security operation, governance, and independent audit roles in 2 different major banks.

Ünsal Aydın works as IT Infrastructure Coordinator at Tüpraş Information Technologies in, Data Center Infrastructure Management. With his focus on the principle of "Uninterrupted Tüpraş, uninterrupted Information Technologies", Aydın provides successful results in the installation, operation, and support of many products in the infrastructure layer.

> " *FileOrbis is an efficient solution that solves the complex issue of file-sharing that corporations face today. FileOrbis provides an innovative and effective approach.* "
> *Ünsal Aydın*

Can you tell us a little bit about your company and your business's structure, company size and, years in business?

Turkiye Petrol Rafinerileri AS and its subsidiaries is a Turkey-based company that is engaged, in the refining of crude oil and petroleum products. Tüpraş is a flagship of the energy sector placing primary value on its staff corporate identity.

What is your vision and mission for Tupras?

Mr. Şulan: Our mission is; to prevent cyber attacks and information security violations that may lead to the disclosure of information and financial losses in all our digital business processes, especially our Information Technologies and Operational Technologies processes. It is our priority to create a secure technical infrastructure and organization, activate proactive monitoring processes, and protect our critical infrastructure from all kinds of cyber threats.

What challenges/problems necessitated a change for your previous architecture? What initial challenges did you encounter with the client/ employee that have been helped by implementing FileOrbis?

With the digitalization trend, the transformation into smart factories has increased. This has led to the increased value of data, information, and AI, ML-powered projects even more in production environments. Cyber risks have now become much more threatening to production sites and equipment than ever before. At Tüpraş, we focus on closing all application, system, and network layers that could potentially lead to data transfer in the OT network. In today's industrial world, we as cyber security professionals instead of adopting a prohibitive approach, are seeking more reliable, collaborative solutions that are more integrated with business processes. At this point, secure data transfer between IT and OT networks emerged as a necessity of many of our business processes. Thanks to the layered FileOrbis we built on the OT secure network infrastructure, we have integrated a secure solution.

Tüpraş had to produce special cyber security solutions for transitions between production and office networks. As we created this structure, we saw that secure data transfer between office and production networks is essential for business processes. We enabled secure data transfer with the layered FileOrbis integration that we placed in the production network. Due to the increasing number of ransomware attacks, we were unable to respond to the file transfer needs coming from SMB in the production environment. We also needed isolated and secure file transfers that could be synchronized across different network segments of BT-OT. Prior to implementing the FileOrbis solution, file transfer was implemented via USB for limited cases coordinated by IT teams who literally were in the field with production teams and suppliers supervising the file transfer exchange between equipment and systems of production teams and suppliers working in the field. This was a highly inefficient use of IT team resources. With Fileorbis, we were able to provide AV, DLP, Sandbox control and file transfer between different layers through App server and proxy servers, without the necessity of being in the field, over different protocols, both securely and without the need to be physically present, in a way that prioritizes user satisfaction.

Mr. Aydın: FileOrbis is a very successful product that solves the file-sharing problem that corporate companies need, with a very innovative approach. The extent of the damage caused by cyber attacks on file servers in recent years highlights the importance of the subject. Using customer feedback and producing fast solutions with its expert staff, FileOrbis addresses an important gap in the sector.

What features of FileOrbis have most impressed you? Has this solution saved money and/or increased productivity? What kind of success does the team at Tüpraş enjoy with our product?

Mr. Şulan: During the installation process, we obtained the server requirements and licenses within the scope. With the coordination of Fileorbis technical teams, we completed all the installations very quickly, with result-focused, short meetings, over remote access. In regular maintenance times, we ensured the system worked with maximum efficiency with both upgrade notifications and new features as well as regular HC meetings. We set the company's file-sharing standard, and these standards included file sharing with different companies, controlling confidential and/or dangerous data in compressed files without being included in our systems. We have successfully completed the installation and commissioning phase of the solution, which is fully integrated with our infrastructure and meets the security standards 100%, very rapidly.

Mr. Aydın: Unlike traditional file sharing methods, end-to-end tracking and protection of data with the secure protocol HTTPS/443 have been a very impressive feature of the FileOrbis solution. The processing and use of metadata are some of the most important features of the product. Simple, user-friendly, and purpose-oriented setup are the features I like most about the product.

Has this solution saved money and/or increased productivity? What kind of success did the client or employee enjoy with our product?

Mr. Şulan: We have achieved significant time savings by providing remote access to business units in the field. We have the opportunity to monitor and see the critical level of the files shared in the file-sharing systems of different companies and the slowness problems in download/upload moments and the shared files in terms of visibility. In addition, as we have accelerated our data-based planned maintenance and engineering activities in the production environment. We directly contributed to the production efficiency, which cannot be measured financially but has a very high added value. While providing a very fast system to our suppliers, we indirectly contributed to the continuity of the automation systems that support production. The fast operation of the system, the availability of limited shares with different authorizations, tracking of files by version tagging, content control with AV, Sandbox, DLP controls, being a secure and stable solution beyond file sharing in business processes in terms of visibility in file shares have all been great gains.

Mr. Aydın: Considering cyber attacks like Cryptolocker and their consequences, entrusting the data to FileOrbis provides us with assurance. FileOrbis is the easiest way of secure file sharing. Our end users can easily share their files with internal/external users. Its easy to use and interface is highly appreciated by our employees.

> " *According to our continuous user feedback, FileOrbis provides file transfer and management that has user-friendly features and interfaces and that provides agile processes with easy implementation.* "
> *Alper Şulan*