

Customer Success Story

Customer Background:

Customer is an omni-channel chat-bot development platform designed to boost its customer satisfaction ratio. They believe that Chat-bot is not limited to only e-commerce organizations but organizations across different verticals can take complete benefits of Chat-bot and provide better services to their customers, specially when it is powered by deep neural network artificial intelligence modules.

Engagement:

Customer had approached Net square to perform complete review of their chatbot application from a security point of view to make sure the application is deployed without any logic bugs or security holes.

Other than application security testing, Net Square also covered about 100 odd APIs integrated with the application.

Results:

Net Square's security analyst team successfully completed application and API Pen testing and observed that the application and APIs were vulnerable to more than 2 dozen vulnerabilities out of which 20% vulnerabilities were categorized as High severity, which could have had a massive risk to customer's organization, if had been felt open.

To name a few, "Boolean based SQL Injection" which allows any unauthorized user to retrieve customer data as well as other sensitive information.

There were instances of session fixation attack, reflected cross site scripting attack etc. reported by Net Square security analyst during application and API pentesting exercise. Such attacks allow an attacker to redirect victim user to any malicious website in order to carry out a phishing attack or to exploit victim's browser.

Net Square raised red flag to the customer as soon as these high vulnerabilities were observed and also shared remediation to fix all the findings. All issues were immediately escalated to the customer, along with remediation. With the help of remediation provided by Net Square, customer was able to patch issues and deploy application within the time lines planned for the project.

Conclusion:

Which came as a adhoc request from the customer to secure its application, has now turned into a long term relationship. We work on delivering high quality high value services to our customers and have a keen interest to delivery services which align 100% to customer's expectation.