

Client-side Defense Case Study

Top 5 Global Airline Safeguards Customer Data Against Client-side Data Breaches

This top 5 global airline is one of the largest airlines in the world. The company offers passenger and cargo services to over 200 destinations in Asia, North America, Australia, Europe, and Africa.

Challenge

This global airline used open source libraries and third-party code to build its website. The security team lacked visibility into the behavior of this code, especially on the client side, which made it very difficult to catch and fix script vulnerabilities. If vulnerabilities went unchecked, cybercriminals could exploit them to conduct digital skimming and Magecart attacks that captured users' credit card numbers, CVV codes, and other sensitive PII.

The airline had seen numerous high-profile Magecart attacks in the news, including an attack in 2018 on British Airways that resulted in some **380,000 users' credit card details stolen and more than \$20 million in fines for regulatory noncompliance**. Airlines are a popular target for client-side attacks, which can cause significant financial losses and damage to brand reputation. This airline knew it needed a solution to protect itself and its customers.

Solution

The airline needed a real-time client-side security solution that could detect risks in first-, third- and nth-party code across on their site. They realized that static scanning alone would be ineffective in finding and stopping client-side attacks, and a content security policy (CSP) solution would be too complex to manage.

After evaluating multiple solutions, the airline selected Client-side Defense to protect their website from digital skimming, formjacking and Magecart attacks and help ensure data privacy compliance. There were several factors in their decision:



**24/7/365 SCRIPT
MONITORING**



**COMPREHENSIVE CLIENT-
SIDE MITIGATION**



**EASY TO DEPLOY
AND INTEGRATE**



**BEHAVIOR-BASED
LEARNING**



**NO IMPACT TO
USER EXPERIENCE**



**ACTIONABLE
INSIGHTS**

Results

Client-side Defense helped the airline safeguard customer data by providing continuous protection against client-side attacks. This has resulted in several key benefits:

- Reduces risk of unauthorized data exposure and theft
- Protects brand reputation and consumer trust
- Helps avoid penalties and lawsuits by ensuring compliance with data privacy regulations, including GDPR, PCI DSS, CCPA, and CPRA
- Improves operational efficiencies by eliminating the manual analysis of website scripts
- Encourages innovation by making security an enabler—rather than a bottleneck—in its application development process

**“The solution pays for itself
by reducing our risk from
client-side data breaches and
helping us avoid fines and the
subsequent negative impact
to our brand reputation.”**

— CISO, Top 5 Global Airline

About HUMAN

HUMAN is a leading cybersecurity company committed to protecting the integrity of the digital world. We ensure that every digital interaction, transaction, and connection is authentic, secure, and human. HUMAN verifies 20 trillion digital interactions, providing unparalleled telemetry data to enable rapid, effective responses to the most sophisticated threats. Recognized by our customers as a G2 Leader, HUMAN continues to set the standard in cybersecurity. For more information, visit www.humansecurity.com