SENSA

Iceland

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Sensa is a professional managed services provider founded in Iceland in 2002. They specialise in and offer a wide range of digital solutions and technologies for networking, data centres, collaboration, security, hosting and more. Fully owned and financially backed by Iceland Telecom (XICE: SIMINN), Sensa has grown its revenues and maintained profitability during every year of operation.

What is your biggest cybersecurity concern?

Our biggest concern is that adversaries will abuse our systems, and thereby affect the relationships we have built and the trust we have earned with our clients. As a managed service provider, we host a large variety of solutions for our clients, many of which with custom or special configurations. Metaphorically speaking, we have so many doors and windows to secure, and are aware that it only takes one of them to be open for something bad to happen. Ransomware, business email compromise and general security monitoring are some of the main topics we've used a lot of our brains on this year.

In what areas of cybersecurity do you think we're falling behind?

In Iceland, as in many other countries, we see that "human" security resources are limited. This means that the client is heavily reliant on their relationships with vendors, as they simply do not have the time or resources to make sure everything is done properly and according to best practices. Relying on vendors is fine, as long as they themselves have invested in and obtained the adequate technical knowledge needed to advise their customers on security matters.

We are going to fall behind if we allow the commercial side of cybersecurity to control the roadmap as opposed the technical side. In addition, we feel that information security awareness is also a big concern in the Icelandic community, and is something that needs to be addressed through governmental involvement, for instance by issuing promotional materials to increase information security awareness.

What gives you hope for the future of cybersecurity?

Even though information security awareness is a big concern, the feedback we are getting from the management in companies is that security is being more highly prioritised than in the past. Recent examples of high-profile security breaches in Iceland, as well as in other countries, have given companies good reason to focus more on cybersecurity. We also see that user awareness is on the rise, though there is still a long way to go. ●