

Top European Airline ensures stellar client-side protection with Jscrambler



Jscrambler's advanced script and form security protection ensures sensitive form data is protected and malicious scripts cannot load.

About

This European airline is a global leader in air transportation that operates an extensive flight network connecting Europe to the world through its hubs in European capitals. With over 70,000 dedicated employees and a commitment to diversity, the airline serves millions of passengers across 300 destinations in 120 countries. A large portion of these passengers use the company's websites and mobile apps to book flights, check-in online, chat with customer service, and redeem loyalty points.

Headquarters
Amsterdam

Use cases
Data leakage prevention

Industry
Travel

With Jscrambler since 2020

Challenge

The client's decision to search for client-side protection technology was initially triggered by a **credit card data breach** at another airline. Information Analyst and Product Owner Mobile recalls, "A script was inserted into their payments website, and a lot of user credit card information was stolen. This set off alarm bells for some of us. Suddenly, we thought, 'Wait, are we protected from something like this happening?'. The incident prompted the client to evaluate its vulnerability to similar attacks and the decision was made to look for a client-side protection solution.

Before implementing Jscrambler, the client relied on more traditional security processes that involved checklists and paperwork. But this manual approach left room for vulnerabilities: "We had security people who could decompile libraries, but they were usually too busy to do it." The emphasis on paperwork and checklists also neglected real-time monitoring on the client side, so scripts were vetted in a theoretical vacuum, rather than monitored in real-world conditions.

When the client's team needed to go fast and add new scripts, innovation sometimes took priority, which meant they would find workarounds to circumvent the documentation-heavy process, leaving them potentially open to attack.



Solution

In search of a comprehensive JavaScript monitoring and protection solution, the client considered various factors, including features and cost. Jscrambler stood out as the only solution that met all of their security requirements.

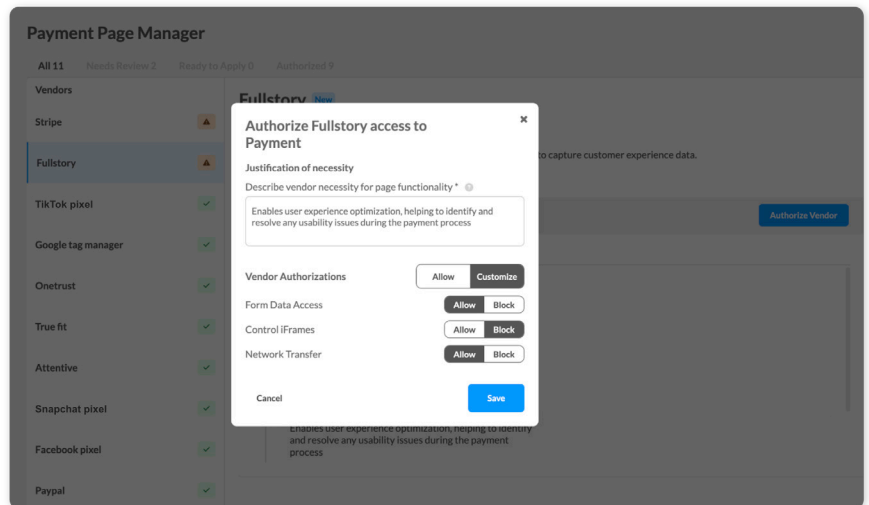
“Other solutions allow you to monitor cross-site scripting or visit CSP policies, but that’s all they do. They won’t protect forms. They won’t ask, “Is this sensitive data? Yes or no?” For us, Jscrambler was the best platform because they do it all.”

Information Analyst and Product Owner Mobile at Top European Airline

The client was particularly impressed by Jscrambler’s **Form Fencing** feature, which offers fine-grained behavioral control over third-party tag access to form data, based on high-level assumptions and user-defined rules. Unlike other solutions, Jscrambler allowed the airline to authorize or block scripts on an individual basis.

“With Jscrambler, we can say ‘Only these scripts are allowed to access the usernames or credit card numbers in this form.’ And we can say, ‘This particular script is accessing this particular form and we can block it individually, rather than having to block it entirely.’”

Information Analyst and Product Owner Mobile at Top European Airline



Finally, the company put Jscrambler’s Webpage Integrity solution to the test in multiple Magecart attack scenarios. They ran dozens of tests, checking to see if the solution was able to detect if content was added, modified, or removed from pages illicitly (DOM tampering); if form events were poisoned; or if data was exfiltrated to a drop server. Jscrambler’s technology passed every single test with flying colors and outperformed all the other available solutions. Equally impressive, adding Jscrambler to a page had little to no impact on its performance.

Top Jscrambler features and capabilities

Fine-grained control over third-party tags

Form Fencing (controls script access to forms)

Sweeping client-side security & compliance policy



Results

The implementation was fairly straightforward and Jscrambler handled most of the configuration. Now that the solution is in use, the client appreciates the company's proactive approach to customer support, which includes bi-monthly reports and regular meetings with a Jscrambler expert to discuss events and potential threats.

“With most companies, you buy a product, you get support for one or two months, and then you're on your own. But with Jscrambler, we meet regularly twice a month. We know when new features are coming, even if they haven't been released yet because they'll tell us about them on our call and ask us what we think. It's a nice dialogue to have. You really feel the personal touch. Jscrambler's customer support is definitely a big plus.”

Information Analyst and Product Owner Mobile at Top European Airline

The airline has seen a number of benefits from implementing Jscrambler, among them:

- › **Full Visibility and Control:** Jscrambler gives the client detailed control over what data scripts can access, ensuring that sensitive information always remains secure. Jscrambler prevents malicious behavior from client-side extensions, safeguarding against Magecart attacks and unauthorized access to sensitive data.
- › **Form Fencing:** The granularity of Jscrambler's form-fencing feature allows the client to control exactly which scripts can read and access form data, keeping malicious actors from siphoning sensitive information that users enter into forms.
- › **PCI DSS Compliance:** The client uses Jscrambler to monitor scripts in their PCI setup, receiving notifications of script changes as they happen so they can maintain a detailed audit trail. This helps them ensure compliance by flagging and blocking any unauthorized activity from third-party vendors.

With all these security checks and “seatbelts” in place, the client's marketing team now has the freedom to innovate quickly, and Bas' team can breathe easier, knowing that the company's data is well protected.

“From what I see, Jscrambler is the most complete solution there is. Not only does it offer monitoring, it provides us with comprehensive protection for forms and scripts.”

Information Analyst and Product Owner Mobile at Top European Airline

With zero security incidents, increased efficiency, and peace of mind, Jscrambler has become an integral part of the airline's strategy for maintaining the highest standards of security in today's ever-evolving digital landscape. The client attests, “We sleep easier at night because we know that the people at Jscrambler are looking out for us and our clients.”