CASE STUDY

Improved Incident Management at Leading Network Provider

Safeguard for Privileged Sessions

> “THE ONE IDENTITY SAFEGUARD FOR PRIVILEGED SESSIONS IS AN EXCELLENT SECURITY SOLUTION. IT PROVIDES A LOT OF USEFUL FUNCTIONS WHICH CAN MINIMIZE OUR INCIDENT REACTION TIME. THE PRODUCT SUPPORT AND UPDATES ARE ALSO SUPERB.”
>
> – Senior Security Engineer of the provider

One of the most prominent broadband network services providers in Southern Europe, the customer operates a state-of-the-art fiber-optic network and public cloud infrastructure. Its network consists of a submarine backbone and a terrestrial network connecting major European locations. The customer offers cloud services throughout the region from its privately owned data centers.

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The Challenge

Comply with regulations for cloud providers

As a leading datacenter and cloud services provider, the company must provide its customers with a secure computing environment as well as fulfilling ISO27001 requirements and a number of local security regulations and laws.

Improved monitoring of administrative activities

To meet these criteria, the access to sensitive datacenter systems must be tightly controlled and monitored. The company used log collection and analysis tools before, however logs did not show the result of administrators’ command executions. Consequently, to follow the best security practices, the latest standards, and to meet local regulations, the company decided to implement a session-recording solution.

The provider’s technical expectations included:

- ✓ the ability to easily “replay” administrative sessions via an easy-to-use GUI,
- ✓ the ability to detect malicious activities of third-party administrators and
- ✓ the improvement of its Incident Management Procedure by quickly detecting, investigating and responding to future incidents.

The Solution

Turnkey activity monitoring appliance

To meet the above requirements, the provider chose the One Identity’s Safeguard for Privileged Sessions which is a privileged activity monitoring solution. As Safeguard for Privileged Sessions is a network appliance, it promised fast deployment and low operational costs.

“While other solutions require software agents to be installed on the target servers (and thus possibly modify the server configuration), Safeguard for Privileged Sessions is an independent device which can be installed quickly and flexibly. And all administrative sessions can be routed via it.” – says the Senior Security Engineer of the company.

Multiprotocol solution with “4-eyes” authorization
Among others, Safeguard for Privileged Sessions was selected for its ability to record the sessions of several different protocols (most notably, SSH, HTTPS, RDP and Telnet), which are all used by the provider’s Engineering Team.

The provider configured the “4-eyes” authorization function of Safeguard for Privileged Sessions which provides highly controlled access conditions to critical systems. The “4-eyes” allows the external Engineering Team to access systems only when their actions are monitored in real-time by a Security Team member.

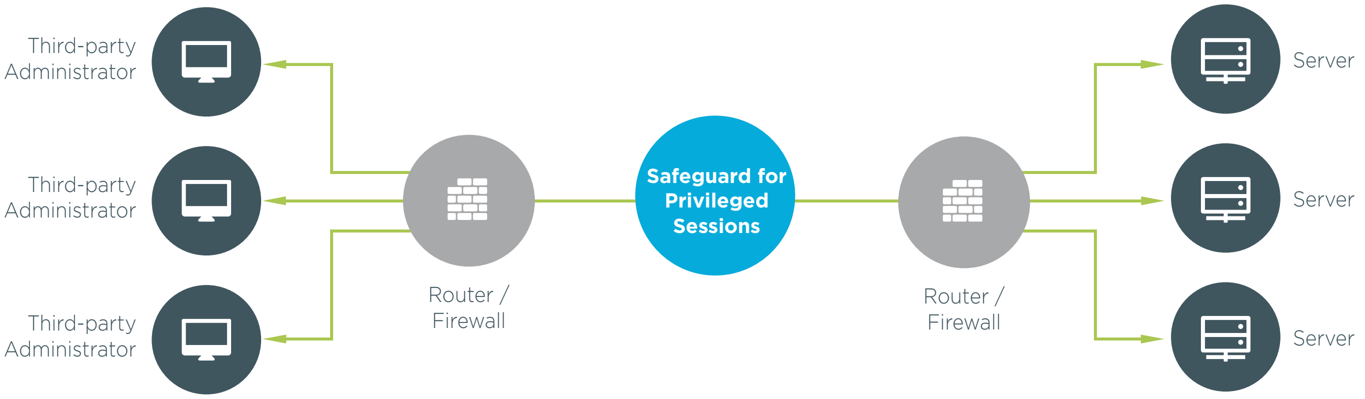
Monitor administrators in heterogeneous environment
Safeguard for Privileged Sessions was deployed in transparent router mode. Using appropriate routing policies, the Security Team is now able to analyze administrative sessions in three different subnets. The systems that are currently protected by Safeguard for Privileged Sessions include Windows 2008 & 2012 Servers, Linux servers, Cisco switches, routers and firewalls. In the current configuration, Safeguard for Privileged Sessions protects 40-50 servers and networking devices and controls 10 concurrent administrative connections in the same time.

“The One Identity support services were excellent during the initial project phase. One Identity engineers helped us in making the best decisions on the Safeguard for Privileged Sessions deployment. They identified the best architecture that fulfil our requirements while keeping all advantages that Safeguard for Privileged Sessions provides.” – adds the Senior Security Engineer.

Benefits

As Safeguard for Privileged Sessions is a network appliance, its deployment was fast and easy. Implementing Safeguard for Privileged Sessions resulted in the following benefits for the provider:

- Easy compliance to specific local regulations and international standard requirements,
- Comprehensive and transparent control of third-party system engineers,
- Tighter control of configuration changes in critical systems,
- Lower IT troubleshooting costs and
- Reduced response time to human security incidents.


Third-party Administrator
Third-party Administrator
Third-party Administrator
Router / Firewall
Safeguard for Privileged Sessions
Router / Firewall
Server
Server
Server

External IT provider control with Safeguard for Privileged Sessions

About One Identity

One Identity helps organizations get identity and access management (IAM) right. With our unique combination of offerings, including a portfolio of identity governance, access management, privileged management and identity as a service solutions, organizations can achieve their full potential – unimpeded by security, yet safeguarded against threats. Learn more at OneIdentity.com