

CASE STUDY

# Improved Incident Management at Leading Online Financial Provider

Safeguard for Privileged Sessions



Tinkoff Bank is an innovative provider of online retail financial services operating in Russia through a high-tech, branchless platform. Since its launch in 2006 by Oleg Tinkov, one of the best known Russian entrepreneurs, Tinkoff Bank has grown into a leader in credit cards and has developed a successful online retail deposits program. Its parent company TCS Group Holding PLC is traded on the London Stock Exchange.

## Learn more

- [Safeguard homepage](#)
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## The Challenge

### Costly troubleshooting & forensics

As an online financial services provider, Tinkoff Bank operates complex information systems storing tons of sensitive financial and customer data. Tinkoff's infrastructure includes hundreds of high-risk IT systems managed by 200 internal and outsourced administrators who have elevated privileges on these systems. As a financial provider, Tinkoff has to comply with PCI DSS regulations which require strict protection of card holder information. In addition, in the past, Tinkoff faced a series of security incidents and human errors caused by administrators and the investigations of those were circumstantial and costly. They used ObserveIT's user recording agents on the servers, but these couldn't cover all of the requirements. So, driven by enhanced data protection and incident management needs, Tinkoff decided to search for an additional solution to control administrative activities.

## The Solution

### Control administrators with Safeguard for Privileged Sessions

During the vendor selection process, Wallix's, Xceedium's, CyberArk's and One Identity's Privileged Access Management products were all evaluated, but finally Tinkoff chose One Identity's Safeguard for Privileged Sessions privileged activity monitoring solution.

"Following a detailed study and tests of the solutions available on the market we decided to purchase the Safeguard for Privileged Sessions as we felt it offers us the best value for money." – explains Mr. Stanislav Pavlunin, Vice President and Head of Security Department at Tinkoff Bank.

Safeguard for Privileged Sessions is in productive operation at the bank protecting a heterogeneous IT environment including Windows, Red Hat Linux and FreeBSD servers. Currently, it controls and monitors the working sessions of approximately 200 system administrators and other privileged users.

"SAFEGUARD FOR PRIVILEGED SESSIONS IS REALLY THE BEST PRODUCT ON THE PRIVILEGED ACCESS MANAGEMENT MARKET..."

– Stanislav Pavlunin, Vice President and Head of Security Department, Tinkoff Bank.

## Benefits

### Customized, Secure & Compliant Operations

One Identity's Safeguard for Privileged Sessions helped Tinkoff to significantly reduce the risk of external intruders and human errors issued by system administrators. As an easy-to-use forensics tool, it also helps to reduce the cost of IT incident management, while raising the data security of sensitive IT systems to a higher level. By controlling the access to the card systems, Safeguard for Privileged Sessions also supports the PCI DSS compliance of the bank.

- All actions of system administrators who access sensitive information are now recorded
- All actions of the outsourced (remote) administrators are controlled and recorded – the bank can compare this data with SLA reported by outsourcers
- Remote access to the banking systems can be provided only via secure channel

## About Tinkoff Bank

Tinkoff Bank is an innovative provider of online retail financial services operating in Russia through a high-tech branchless platform. The bank was founded in 2006 by a Russian entrepreneur Oleg Tinkov to service clients in the Russian financial services market. In 2009, the bank started to attract retail deposits, and is a member of the national deposit insurance system.

As of 1 November 2014, the bank issued 4.8 m credit cards. According to the Bank of Russia data as of 1 October 2014, Tinkoff Bank controls 6.7% share of the Russian credit card market. The bank is well capitalized: CBR N1 total capital ratio stood at 15.54% as of 1 January 2015.

Net income of the parent company TCS Group Holding PLC, which includes Tinkoff Bank and the insurance company Tinkoff Insurance, amounted to RUB 3.4 bn in 2014 (IFRS).

In 2013, The Banker magazine, the world's premier banking and finance resource and Financial Times Group member, named Tinkoff Bank the Bank of the Year in Russia. In 2012, Global Finance magazine and Banki.ru portal presented Tinkoff Bank with the Best Internet Retail Bank in Russia award. In 2014, the internet bank of Tinkoff Bank was deemed the most effective in Russia by Marksw Webb Rank & Report agency. Tinkoff Bank is a member of the deposit insurance system.

## 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](http://OneIdentity.com)