Major Global Mobile Operator Controlling Third-Party Administrators

Safeguard for Privileged Sessions

"WE FOUND THAT ONE IDENTITY SAFEGUARD FOR PRIVILEGED SESSIONS IS THE ONLY SERIOUS PRODUCT ON THE MARKET THAT IS CAPABLE OF SECURELY MONITORING SSH SESSIONS."

– The mobile operator's IT Security Officer.

The customer is an international provider of tele-, data and media communication services. It is one of the world's major mobile operators with hundreds of millions of mobile subscribers in its consolidated operations. The operator has mobile operations in more than a dozen markets in Europe and in Asia.

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The Challenge

Critical infrastructure with several external admins

The mobile operator has a complex IT infrastructure with several high-security network zones. These critical network segments are administered not only by the internal IT staff, but also third-party administrators. Controlling system administration is therefore a key aim of the mobile operator's security department. Their particular problem was that they had no solution for tracing and monitoring the encrypted SSH administrative sessions. They had SSH gateways and other security solutions in operation but none of those could provide sufficient traceability and detectability of encrypted traffic. Consequently, they started to look for a new solution that would be able to control internal as well as third-party IT administration activity.

Safeguard for Privileged Sessions benefits for third-party control:

- Controls and audits external administrators' sessions
- Keeps the confidentiality of shared account passwords
- Enforces granular access policies (e.g. based on time periods)
- Authorizes and tracks sessions in real-time with the possibility of instant termination
- Sends alert and/or blocks session in the event of detecting malicious activity
- Verifies SLA fulfillment and billable activities
- Eliminates accountability issues by providing

ONE IDENTITY™

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The Solution

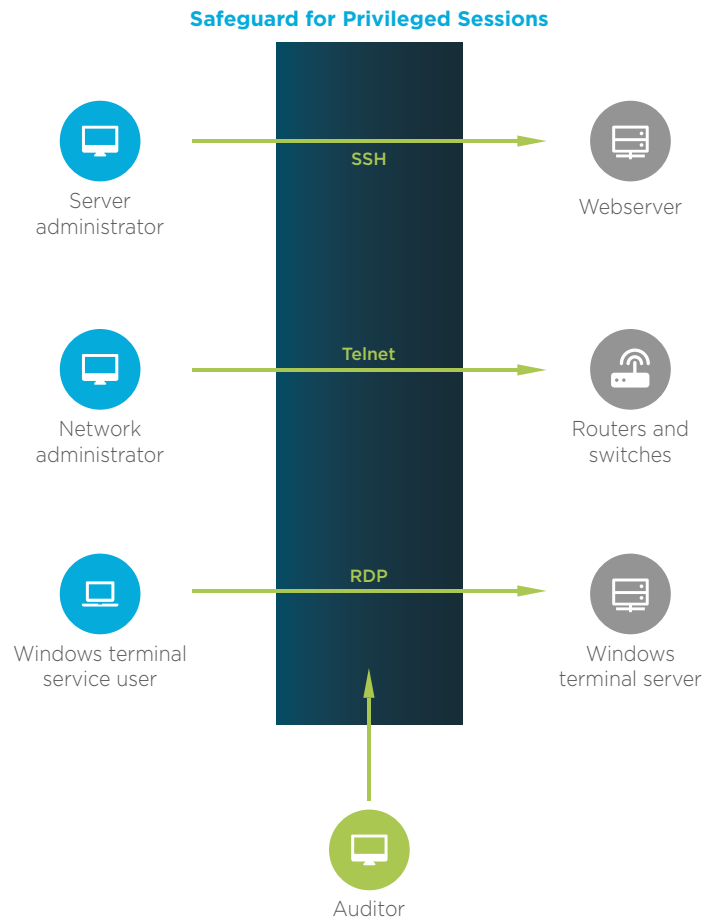**SSH session control by Safeguard for Privileged Sessions**

When the operator's security experts examined what the market had to offer, they found that besides One Identity's Safeguard for Privileged Sessions there is no real alternative for their problem. They concluded that One Identity Safeguard for Privileged Sessions was the only serious product on the market that can securely monitor SSH sessions.

The main benefit of Safeguard for Privileged Sessions for the mobile operator is that it gives transparency to a key administrative protocol that is otherwise inaccessible to audit.

"At the time we evaluated Safeguard for Privileged Sessions we couldn't really find other decent contenders for our purposes. However, One Identity has produced a solid solution for us with the Safeguard for Privileged Sessions." – adds the IT Security Officer.

> "**We had great user experience** with One Identity's logging product, the syslog-ng Premium Edition, which was a further argument for purchasing Safeguard for Privileged Sessions."

The implementation project took approximately 3 months, the vast majority of which was reserved by the testing phase (8 weeks). Safeguard for Privileged Sessions is now in operation acting as a gateway to the operator's mission-critical SUN Solaris environment. In the current implementation, they use two Safeguard for Privileged Sessions appliances in a geo-redundant configuration protecting 6 servers and monitoring 15-20 third-party administrators with an additional Safeguard for Privileged Sessions appliance protecting 8-9 servers and monitoring 40-50 system admins.

Safeguard for Privileged Sessions

Server administrator — SSH → Webserver

Network administrator — Telnet → Routers and switches

Windows terminal service user — RDP → Windows terminal server

Auditor

Monitoring third-party IT administrators by 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

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