# Managing Third-Party Access at Svenska Handelsbanken

**Safeguard for Privileged Sessions**

## Handelsbanken

Founded in 1871, Handelsbanken is one of Sweden's leading banks, with over 700 branches in 22 countries, and more than 10,000 employees. It provides universal banking services across its Nordic and international operations and its growth strategy is based around providing high customer satisfaction, while focusing on cost efficiencies. Built on a decentralized service delivery approach, Svenska Handelsbanken has in comparison a centralized IT model, which supports many of its international operations, thus leveraging efficiencies of scale as the organization grows.

### Learn more

- Safeguard homepage
- Request callback

## The Challenge

**Managing Third-Party Access**

Like many competitive banks, Svenska Handelsbanken's IT environment is a mixed and complex environment that has grown organically since the 1970s. From a technology standpoint, it manages an infrastructure that ranges from mainframe legacy systems to a thin client infrastructure including 3,000 Windows servers. This is a common banking IT configuration borne of the evolution of technology and of the industry itself.

Historically, the bank called on internal development for the majority of its IT requirements, following a traditional build-versus-buy strategy. In recent years, the balance between build and buy has changed, driven by cost efficiency targets.

However, this created a new challenge for the bank's IT unit. The bank follows strict information security guidelines that form the basis for IT governance and compliance to various local and international requirements. It now needed to review these to include guidelines and security measures for access from third-party service providers to the bank's systems and information. It also required tools that would enable third parties access to the systems in a safe way without compromising integrity of the sensitive data. In late 2007, Svenska Handelsbanken investigated the market for logging tools and selected One Identity Safeguard for Privileged Sessions.

## Key benefits of Safeguard for Privileged Sessions

- Ability to control and review remote privileged access
- Support for common remote access protocols (SSH, RDP, Citrix, ...)
- Trusted and tamper-proof audit trails
- Ability to search the audit trail content and metadata
- Movie-like replay of the audited sessions

## The Solution

**Simplifying and securing access management**

Following the proof of concept, the bank purchased a license for Safeguard for Privileged Sessions to monitor up to 50 servers, based on the unique logging capabilities of the system. Implementation of the solution was swift and straightforward, with a three-month rollout including full load and process testing. The system went live in the second quarter of 2008.

Safeguard for Privileged Sessions is implemented in a two-node high availability cluster configuration and the hardware is scalable to monitor up to 500 simultaneous connections. The Safeguard for Privileged Sessions cluster is installed in a firewall environment and Svenska Handelsbanken can thus control the privileges of each third-party administrator and allow them access to specific servers while having the possibility to audit the user sessions. The bank has been able to set process rules limiting access to sensitive data.
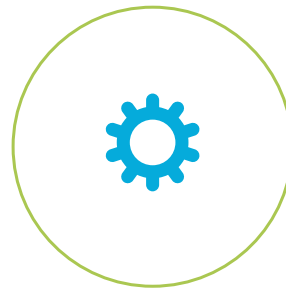
## The Result

**Transparency and unique auditing functions**

The key benefits of Safeguard for Privileged Sessions are in its unique audit and visualization of its logging function. The bank can review every login and commands made by third-party administrators in real time (ensuring additional supervision) but can also review historical activity for the purpose of audit (compliance or accident management). The task is enhanced by the visualization functions through a graphical exchange in which history is displayed in a movie form. These visualization interfaces and the real-time element of the auditing were crucial factors in Svenska Handelsbanken's decision to select 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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