Preventing Data Loss at Ankara University

Safeguard for Privileged Sessions

"WE RECOMMEND THIS PRODUCT TO EVERY INSTITUTION WHICH IS INTERESTED IN AN ACTIVITY MONITORING SOLUTION."

– Riza Ayhan, Manager of IT Department, Ankara University

Ankara University (Ankara Üniversitesi) is a public university in Ankara, the capital city of Turkey. The institution was established in 1946.

It was the first higher education institution founded in the Turkish Republic. It has about 40 vocational programs, 114 undergraduate programs and 110 graduate programs. In total the University has about 264 programs. It has a staff of 3,720, and nearly 45,000 students.

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- Safeguard homepage
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The Challenge

Data loss on an externally managed server

The University has a large user base with around 10.000 active users accessing more than 50 servers. A part of the University's servers and software are supported remotely by external service providers. The remotely supported systems include UNIX/Linux servers running ORACLE RDBMS and Windows machines running .NET framework, MS SQL and the Student Information System. During the support process external administrators connect to these systems from outside of the university. "We had negative experiences related to remote administration in the past, as we already lost important data on a server accessed by external users." , adds Riza Ayhan, Manager of IT Department. So, due to data protection reasons, the institution decided to track all user actions on servers that are accessed via external connections. For this purpose, they needed a solution capable of rapidly recording the remote administrative sessions. In addition, they wanted to securely store these user sessions in time-stamped files and search in these records.

The institution receives technical support from Profelis Bilisim Ltd. for other IT systems. When the University's experts shared their needs with Profelis, the partner immediately recommended the One Identity's Safeguard for Privileged Sessions.

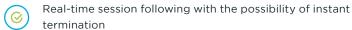## Key Safeguard for Privileged Sessions benefits for IT provider control

- Control SSH, RDP, VNC, Citrix ICA, Telnet and other protocols
- Integration with AD/LDAP/RADIUS directories
- Granular access control policies (e.g. based on time periods)
- Credential store (e.g. automatic password-based authentication)
- Two-factor authentication
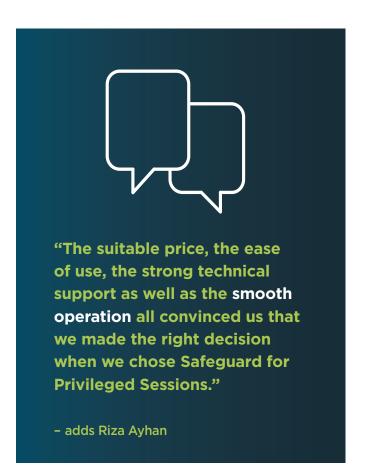- Four-eyes authorization
- Real-time session following with the possibility of instant termination
- Automatic and customizable reporting

ONE IDENTITY™

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The Solution

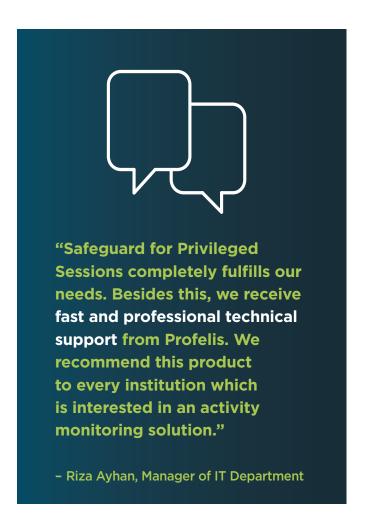**Monitoring RDP and SSH connections**

Ankara University had limited former experience with the Safeguard for Privileged Sessions vendor, One Identity. However, Profelis and the University had a long-term strategic relationship which is why the university relied on Profelis knowledge and expertise. This is why they decided to purchase a Safeguard for Privileged Sessions virtual appliance to control and monitor the remote desktop (RDP) and SSH connections of 5 externally supported servers. It took only one day to implement and configure the virtual appliance. To improve secure server access further, they implemented Safeguard for Privileged Sessions's credential store and 4-eyes authorization options, as well.

"The suitable price, the ease of use, the strong technical support as well as the smooth operation all convinced us that we made the right decision when we chose Safeguard for Privileged Sessions."

– adds Riza Ayhan

The Result

Mitigated risk in outsourcing process

Since the start of the operation in January 2012, the Safeguard for Privileged Sessions operated without any failures. Thanks to the Safeguard for Privileged Sessions, external service providers have become more cautious during their remote connections because they are aware that their actions are being tracked. So, Safeguard for Privileged Sessions acts not just a technical, but a psychological barrier against malicious activities minimizing the risk of further data loss on the externally administered servers.

"Safeguard for Privileged Sessions completely fulfills our needs. Besides this, we receive fast and professional technical support from Profelis. We recommend this product to every institution which is interested in an activity monitoring solution."

– Riza Ayhan, Manager of IT Department

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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