

Customer reference

Fiducia IT AG

Compliance to Local Finance Laws with Shell Control Box

“BALABIT IS THE FIRST COMPANY IN IT BUSINESS, WHICH PROVIDED A SOLUTION IN PROMISED TIME WITHOUT ANY OBVIOUS FAULTS. I NEVER EXPECTED THAT AT ALL.” - *Michael Fendt, System & Network Engineer, Fiducia IT AG.*

Fiducia IT AG is the leading IT provider of financial companies and one of the ten largest IT service providers in Germany. The company provides IT outsourcing and data-center services for 775 cooperative banks, 53 private banks, as well as central government institutions. Its data-center services are served by innovative mainframe technologies and supported by leading data protection and IT security solutions. In addition, it develops and sells an integrated, multi-banking solution called “agree”, which is one of Germany’s leading core banking systems. The company headquarter is located in Karlsruhe and it has a branch office in Munich. The number of employees reached 2,400 in 2012.

The Challenge

COMPLIANCE TO BAFIN

In Germany, the Federal Financial Supervisory Authority (BaFin) has recently announced new regulations which have further extended the Minimum Requirements for Risk Management (MaRisk) for financial institutions. Among others, MaRisk requires full audit of administrative access to private banking information. To fulfill these strict requirements, Fiducia had to look for a solution capable to record all database access by system/database/security administrators and playback the records for forensic purposes in case there is suspicion of non-compliance. In addition, as the Fiducia data-center environment consists of approximately 8,000 UNIX and Linux servers, finding an adequately robust auditing solution was increasingly challenging. For a long time, the provider couldn’t find any competitive offering on the market. Finally, it discovered a solution that met its requirements, the BalaBit Shell Control Box (SCB).



Key Shell Control Box benefits for regulatory compliance

- control SSH, RDP, VNC, Citrix ICA, Telnet and protocol-specific channels
- granular access control policies (e.g. based on time period or group membership)
- strong authentication methods
- tamper-proof audit trails for privacy and compliance
- movie-like audit trail playback and search for quick forensics
- DLP-integration for file transfer analysis
- compliance reports

FIDUCIA
Ihr IT-Partner

The Solution

FULL AUDIT OF INTERNAL AND EXTERNAL CONNECTIONS

The provider involved its strategic system partner AS Computer Consulting & Service in the implementation project. The experts of Fiducia and AS Computer spent about five months to thoroughly test the BalaBit SCB down to its tiniest pieces. "Finally, we chose the BalaBit's product as it was the only offering fulfilling our particular requirements and promised the development of a custom solution in competitive time frame and costs." - explains Mr. Michael Fendt, System & Network Engineer of Fiducia IT AG.

Fiducia started to use SCB in production in 2008. The integration of the SCB appliances has been smooth; the organizational integration of SSH auditing into administrative processes of Fiducia was more complex, however. Originally, they used the SCB for auditing only SSH administrative sessions, but later they extended its coverage for RDP-sessions. Recently, they've added Citrix ICA and TN3270 protocols to the list and started to evaluate the audit of encrypted TN3270 connections as well. (TN3270 is a Telnet protocol used to communicate with IBM mainframes.) Fiducia has continuously extended its SCB installed base since 2008. Currently, they use 2 High-Availability (HA) SCB clusters for the audit of internal employees, 1 additional cluster for the PCI DSS environment, and 2 HA clusters for auditing external customers' connections.



Involvement of all stakeholders

Since the BalaBit Shell Control Box logs very sensitive and sometimes personal data, the requirements of the worker's council and the Personnel Department were also involved from the beginning. Due to continuously coordinated actions of all related parties, they were able to extend the labor management contract. It is also defined that only a very limited group of persons can request an analysis of the archived administrative sessions. Actual evaluations are in the rarest cases needed. Indeed, the mere fact that all administrative activities are recorded audit proof already deters most of the potential attackers.

The Result

PASSING SUPERVISORY AUDITS

By implementing BalaBit SCB, Fiducia is now capable to fulfill the relevant specifications of German finance laws and regulations. The provider has recently passed the audit of the supervising authority without negative comments. If needed, with SCB it is possible to fully review who, when, on which system exactly what kinds of changes have been made. In addition, FIDUCIA's specific needs were also completed by BalaBit by the development of a custom module within half a year.

“BALABIT IS THE FIRST COMPANY IN IT BUSINESS, WHICH PROVIDED A CUSTOM SOLUTION IN PROMISED TIME WITHOUT ANY OBVIOUS FAULTS. EVEN AFTER 2 WEEKS OF INTENSIVE TESTING WE DIDN'T FIND ANY BUGS IN THE PRE-RELEASE. I NEVER EXPECTED THAT AT ALL.”

- concludes Mr. Michael Fendt



About BalaBit

BalaBit IT Security is an innovative information security company, one of the global leaders in developing privileged activity monitoring, trusted logging and proxy-based gateway technologies to help customers be protected against insider and outsider threats and meet security and compliance regulations. BalaBit, the second fastest-growing IT Security company in the Central European region concerning Deloitte Technology Fast 50 list, has local offices in France, Germany, Italy, Russia, and in the USA, and cooperates with partners worldwide. Its R&D and global support centers are located in Hungary, Europe.

More information: www.balabit.com

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- [SCB Use Case – Regulatory compliance](#)
- [Request access to SCB online demo](#)
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