



## Customer Reference

# Orange Romania

### Internal and external staff control at leading telecom operator

– BalaBit Case Study –

“I recommend the Balabit SCB for its OCR and audit trail search capability.  
I also like this solution because it is fully transparent.”

- Bogdan Mistrapau, Middleware Infrastructure Administrator, Orange Romania.

France Telecom-Orange is one of the world's leading telecommunications operators with annual sales of 43.5 billion euros and has 170,000 employees worldwide. Present in 32 countries, the group has a total customer base of approximately 231 million customers, including 172 million mobile customers and 15 million broadband internet (ADSL, fiber) customers worldwide. Orange is one of the main European operators for mobile and broadband internet services and, under the brand Orange Business Services, is one of the world leaders in providing telecommunication services to multinational companies.

### The Challenge – Protection of Critical Telecom Assets

Like any major telecom provider, Orange Romania also operates sensitive front-end applications, service-delivery platforms and specific network devices. As usual in the telecom sector, such info-communication systems are accessed by privileged employees, consultants and suppliers, as well. Auditing the activities of this internal and external workforce was a key technical challenge for the operator. Therefore, the operator's IT experts started to search for a device capable to audit remote access over commonly used protocols, such as SSH, SFTP, SCP, RDP, Telnet and VNC.

The IT experts specified the following key expectations about the new solution:

- **Transparency** – users do not have to change their usual client applications to connect to remote systems
- **Scalability** – the product must adapt to increasing enterprise needs both in user number and working load
- **OCR-ing and indexing** the content of graphical protocols to completely audit RDP-based accesses from security reasons
- **File transfer control** and
- **Ease of configurability and use.**

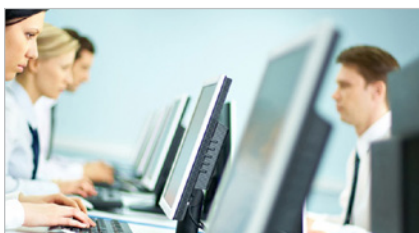
## The Solution – Audit User Actions with SCB

During the selection process the BalaBit Shell Control Box (SCB) and 2 competitive products were considered. *“We finally chose SCB because this solution offered full transparency on the network and the capability of searching in the audit trail content. SCB is a quite secure product, as bypassing the audit system is almost impossible.”* – says Mr. Bogdan Mistrapau, Middleware Infrastructure Administrator of Orange Romania.

SCB is in productive operation at Orange Romania since September, 2012. The provider implemented two SCB-systems in two different environments:



**1** One SCB appliance was implemented for auditing 10 external suppliers and consultants accessing Orange’s “VAS” (Value Added Services-) platforms and other systems via a VPN tunnel. Several SSH and RDP connections were configured to be audited and an indexing service was also set up on an external server to make searching in audited content possible. SCB operates in router mode.



**2** In the second environment, a high-availability SCB cluster was implemented for auditing privileged access to the billing system, which is a menu-based OpenVMS-application accessible via Telnet terminal. External indexing service was also set up. In this deployment, SCB operates in bridge mode.

## Results – Transparent Audit and Forensics

Orange Romania can now audit several user activities over commonly used remote access protocols. Thanks to the SCB’s OCR function, the security staff can conduct free-text searches even in audit trails storing graphical content. *“The SCB is non-intrusive because the users doesn’t have to change anything in the way they are connecting to remote systems. Unlike other solutions on the market, with SCB, our users can use their usual client application and do their daily job without changing their working habits. SCB doesn’t restrict the preferred authentication method either.”* – summarizes Mr. Mistrapau.

The telecom operator intends to extend SCB’s audit coverage to further external consultants and suppliers in the near future.



### About BalaBit

BalaBit IT Security is an innovative information security company, a global leader in the development of privileged activity monitoring, trusted logging and proxy-based gateway technologies to help protect customers against internal and external threats and meet security and compliance regulations. BalaBit is also known as “the logging company”, based on the company’s flagship product, the open source log server application, which is used by more than 850 000 companies worldwide and became the globally acknowledged de-facto industry standard.

BalaBit, the fastest-growing IT Security company in the Central European region according to Deloitte Technology Fast 50 (2012) list, has local offices in France, Germany, Italy, Russia, and in the USA, and cooperates with partners worldwide. Our R&D and global support centers are located in Hungary, Europe.

More information: [www.balabit.com](http://www.balabit.com)



### Learn More

- [Shell Control Box overview](#)
- [Request an online demo](#)
- [Request a callback](#)