



Customer reference

Telenor Group

Controlling third-party administrators with Shell Control Box

“WE FOUND THAT BALABIT SCB IS THE ONLY SERIOUS PRODUCT ON THE MARKET THAT IS CAPABLE TO SECURELY MONITOR SSH SESSIONS.” - Øyvind Gielink, IT security Officer, Telenor Group

Telenor Group is an international provider of tele, data and media communication services. It is one of the world's major mobile operators with 120 million mobile subscriptions in its consolidated operations. Telenor Group has mobile operations in 11 markets in the Nordic region, Central and Eastern Europe and in Asia, as well as a stake of 39.6 per cent in VimpelCom Ltd., operating in 20 additional markets. In 2010, its revenue reached NOK 95 billion, and its workforce totaled approximately 33,200 employees.

The Challenge

CRITICAL INFRASTRUCTURE WITH SEVERAL EXTERNAL ADMINS

Telenor 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 third-party administrators, as well. Therefore, controlling system administration was a key aim of Telenor'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 to be able to control internal as well as third-party IT administration activity. “By finding a suitable solution, we hoped to have value-added access control functionality and raise our third-party auditing process to a higher level.” – adds Øyvind Gielink, IT security Officer of Telenor Group.



The Solution

SSH SESSION CONTROL BY SCB

When Telenor's security experts examined offerings on the market, they found that besides Shell Control Box there is no real alternative for their problem. They concluded that BalaBit SCB was the only serious product on the market that can securely monitor SSH sessions.

“WE HAD GREAT USER EXPERIENCE WITH BALABIT'S LOGGING PRODUCT, THE SYSLOG-NG PREMIUM EDITION, WHICH WAS A FURTHER ARGUMENT FOR PURCHASING SCB.”

– says Øyvind Gielink. The implementation project took approximately 3 months, the vast majority of which was reserved by the testing phase (8 weeks). The SCB is now in operation acting as a gateway to Telenor's mission critical SUN Solaris environment. In the current implementation, they use two SCBs in geo-redundant configuration serving 6 servers and 15-20 third-party administrators and an additional SCB serving 8-9 servers and 40-50 system admins.



For Telenor Group, the main benefit of SCB is that it gives transparency to a key administrative protocol that otherwise is inaccessible to audit.

“AT THE TIME WE EVALUATED THE SCB WE COULDN'T REALLY FIND OTHER DECENT CONTENDERS FOR OUR PURPOSES. HOWEVER, BALABIT HAS PRODUCED A SOLID SOLUTION FOR US WITH THE SHELL CONTROL BOX.”

– Øyvind Gielink.

Key SCB benefits for third-party 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 or group membership)
- credential store (e.g. automatic password-based authentication on target systems)
- two-factor authentication
- 4-eyes authorization
- real-time session following with the possibility of instant termination
- automatic and customizable reporting

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 syslog-ng company”, based on the company's flagship product, the open source log server application, which is used by more than 650,000 companies worldwide and became the globally acknowledged de-facto industry standard.

BalaBit, the second fastest-growing IT Security company in the Central European region according to the Deloitte Technology Fast 50 (2010) 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 here: www.balabit.com

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- [Shell Control Box homepage](#)
- [SCB Use Case - IT provider control](#)
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