



Customer Reference

Tecnocom

Managing Operations
and Security Threats
at Leading IT provider

– A syslog-ng case study –



Tecnocom, one of the top five IT companies in Spain, has a broad portfolio of technology and business solutions (AMS, IMS, Business Consulting, BPO, Outsourcing, Managed Services, Networks and Systems Integration) serving a broad range of public and private sectors including banking, finance services, manufacturing, telecom, media and public administration. It has offices in Spain, Portugal and Latin America.

The Challenge

Delivering Application Management services to a major bank can be demanding. With financial institutions relying on applications for critical functions in their operations, reliability is key to delivering services. Keeping these critical systems available and running efficiently is fundamental to delivering Application Managed services and meeting stringent Service Level Agreements (SLA). To ensure that applications managed by Tecnom were operating efficiently, the company wanted to implement a centralized log management solution that could collect, filter, and store log messages from a diverse IT environment including routers, firewalls, and various types of servers. Centralizing logs from Tecnom's managed infrastructure enables the firm to quickly identify operational issues and security threats.



The Solution

Tecnom chose to deploy syslog-ng Premium Edition to collect, manage and archive log messages associated with the application being delivered to its customer. Log messages from firewalls, routers, and various servers are collected and transferred to a central log server where they can be filtered and classified using syslog-ng's Pattern Database tool. With features such as client-side disk buffers, client-side failover and application level acknowledgement via the Reliable Log Transfer Protocol (RLTP™), syslog-ng Premium Edition can ensure zero log messages are lost when transferred from log sources to a central server.



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. As an active member of the open source community, we provide solutions to a uniquely wide range of both open source and proprietary platforms, even for the most complex and heterogeneous IT systems across physical, virtual and cloud environments. 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



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