Customer reference
Telenor Group
Secure Log Management with syslog-ng

"SYSLOG NG HAS A SOLID REPUTATION WITH THEIR OPEN SOURCE PRODUCT. OUR EXPERIENCE WITH THIS OPEN SOURCE VERSION WAS OUTSTANDING AND THE PREMIUM VERSION GAVE US THE FUNCTIONALITY WE NEEDED WITH REGARDS TO SOME SECURITY ISUSES." - *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.

syslog-ng
Premium Edition

telenor

The challenge

Telenor operates a complex IT infrastructure including multiple remote data centers. Like any global telecommunications operator, Telenor's IT infrastructure generates massive amounts of log messages from servers, firewalls, routers and numerous applications. Needing to collect and store large amounts of log messages from its data centers, Telenor was using syslog-ng Open Source Edition to centrally collect and store log messages to diagnose and troubleshoot technical and security events via a separate log analysis tool. However, log messages may contain sensitive information that should not be accessed by third parties. In keeping with company policy and to "keep ahead of the curve" regarding compliance with data protection regulations, the IT Security team decided to encrypt log messages transported over its network.

The Solution

Having been satisfied with BalaBit's syslog-ng Open Source Edition for centralized log collection and management, Telenor decided to upgrade to syslog-ng Premium Edition.

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syslog-ng Premium Edition uses the Transport Layer Security (TLS) protocol to encrypt the communication. TLS also allows the mutual authentication of the host and the server using X.509 certificates. The syslog-ng application enables you to send the log messages of your hosts to remote servers. The logs of different servers can be collected and stored centrally on dedicated log servers. Transferring log messages using the TCP protocol ensures that no messages are lost.

About BalaBit IT Security

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 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