



Managing Third-Party Access at Svenska Handelsbanken

The Company

Founded in 1871, Handelsbanken is one of Sweden's leading banks, with over 700 branches in 22 countries, and more than 10,000 employees. It provides universal banking services across its Nordic and international operations and its growth strategy is based around providing high customer satisfaction, while focusing on cost efficiencies. Built on a decentralized service delivery approach, Svenska Handelsbanken has in comparison a centralized IT model, which supports many of its international operations, thus leveraging efficiencies of scale as the organization grows.

The Challenge: Managing Third-Party Access

Like many competitive banks, Svenska Handelsbanken's IT environment is a mixed and complex environment that has grown organically since the 1970s. From a technology standpoint, it manages an infrastructure that ranges from mainframe legacy systems to a thin client infrastructure including 3,000 Windows servers. This is a common banking IT configuration borne of the evolution of technology and of the industry itself.

Historically, the bank called on internal development for the majority of its IT requirements, following a traditional build-versus-buy strategy. In recent years, the balance between build and buy has changed, driven by cost efficiency targets.

However, this created a new challenge for the bank's IT unit. The bank follows strict information security guidelines that form the basis for IT governance and compliance to various local and international requirements. It now needed to review these to include guidelines and security measures for access from third-party service providers to the bank's systems and information. It also required tools that would enable third parties access to the systems in a safe way without compromising integrity of the sensitive data. In late 2007, Svenska Handelsbanken investigated the market for logging tools and selected BalaBit Shell Control Box.

Handelsbanken

The Solution

SIMPLIFYING AND SECURING ACCESS MANAGEMENT

Following the proof of concept, the bank purchased a license for SCB to monitor up to 50 servers, based on the unique logging capabilities of the system. Implementation of the solution was swift and straightforward, with a 3 month rollout including full load and process testing. The system went live in the second quarter of 2008.

SCB is implemented in a two-node high availability cluster configuration and the hardware is scalable to monitor up to 500 simultaneous connections. SCB cluster is installed in a firewall environment and Svenska Handelsbanken can thus control the privileges of each third-party administrator and allow them access to specific servers while having the possibility to audit the user sessions. The bank has been able to set process rules limiting access to sensitive data.



The Results

TRANSPARENCY AND UNIQUE AUDITING FUNCTIONS

The key benefits of SCB are in its unique audit and visualization of its logging function. The bank can review every login and commands made by third-party administrators in real time (ensuring additional supervision) but can also review historical activity for the purpose of audit (compliance or accident management). The task is enhanced by the visualization functions through a graphical exchange in which history is displayed in a movie form. These visualization interfaces and the real-time element of the auditing were crucial factors in Svenska Handelsbanken's decision to select SCB.

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 here: www.balabit.com.

Key benefits of Shell Control Box

- Ability to control and review remote privileged access
- Support for common remote access protocols (SSH, RDP, Citrix, ...)
- Trusted and tamper-proof audit trails
- Ability to search the audit trail content and metadata
- Movie-like replay of the audited sessions

Learn more about the BalaBit Shell Control Box

- [The SCB homepage](#)
- [SCB manuals, guides, and other documentation](#)
- [Register and request an evaluation version](#)
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