



Customer reference

# Ankara University

## Data Loss Prevention with Shell Control Box

“WE RECOMMEND THIS PRODUCT TO EVERY INSTITUTION WHICH IS INTERESTED IN AN ACTIVITY MONITORING SOLUTION.” - Riza Ayhan, Manager of IT Department, Ankara University

Ankara University (Ankara Üniversitesi) is a public university in Ankara, the capital city of Turkey. The institution was established in 1946. It was the first higher education institution founded in the Turkish Republic. It has about 40 vocational programs, 114 undergraduate programs and 110 graduate programs. In total the University has about 264 programs. It has a staff of 3,720, and nearly 45,000 students.

### The Challenge

#### DATA LOSS ON AN EXTERNALLY MANAGED SERVER

The University has a large user base with around 10.000 active users accessing more than 50 servers. A part of the University's servers and software are supported remotely by external service providers. The remotely supported systems include UNIX/Linux servers running ORACLE RDBMS and Windows machines running .NET framework, MS SQL and the Student Information System. During the support process external administrators connect to these systems from outside of the university. “We had negative experiences related to remote administration in the past, as we already lost important data on a server accessed by external users.” - adds Riza Ayhan, Manager of IT Department. So, due to data protection reasons, the institution decided to track all user actions on servers that are accessed via external connections. For this purpose, they needed a solution capable to reliably record the remote administrative sessions. In addition, they wanted to securely store these user sessions in time-stamped files and search in these records.

The institution receives technical support from Profelis Bilisim Ltd. for other IT systems. When the University's experts shared their needs with Profelis, the partner immediately recommended the BalaBit Shell Control Box (SCB).



#### Key Shell Control Box benefits for IT provider 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)
- credential store (e.g. automatic password-based authentication)
- two-factor authentication
- 4-eyes authorization
- real-time session following with the possibility of instant termination
- automatic and customizable reporting

## The Solution

### MONITORING RDP AND SSH CONNECTIONS

Ankara University had limited former experience with the SCB vendor, BalaBit IT Security. However, Profelis and the University had a long-term strategic relationship which is why the university relied on Profelis knowledge and expertise. This is why they decided to purchase a SCB VA 10 virtual appliance to control and monitor the remote desktop (RDP) and SSH connections of 5 externally supported servers. It took only one day to implement and configure the virtual appliance. To improve secure server access further, they implemented SCB's credential store and 4-eyes authorization options, as well.

“THE SUITABLE PRICE, THE EASE OF USE, THE STRONG TECHNICAL SUPPORT AS WELL AS THE SMOOTH OPERATION ALL CONVINCED US THAT WE MADE THE RIGHT DECISION WHEN WE CHOSE SCB.”

- adds Riza Ayhan.

## The Result

### MITIGATED RISK IN OUTSOURCING PROCESS

Since the start of the operation in January, 2012, the SCB operated without any failures. Thanks to the SCB, external service providers have become more cautious during their remote connections because they are aware that their actions are being tracked. So, SCB acts not just a technical, but a psychological barrier against malicious activities minimizing the risk of further data loss on the externally administered servers.

“SCB COMPLETELY FULFILLS OUR NEEDS. BESIDES THIS, WE RECEIVE FAST AND PROFESSIONAL TECHNICAL SUPPORT FROM PROFELIS. WE RECOMMEND THIS PRODUCT TO EVERY INSTITUTION WHICH IS INTERESTED IN AN ACTIVITY MONITORING SOLUTION.”

- Riza Ayhan, Manager of IT Department.

## About Profelis

Profelis Bilişim Danışmanlık is an innovative IT company, which was established in 2007, in order to provide cost-effective solutions to public and private sector institutions. Profelis offers Linux/Unix based solutions, information security, high-level security software development and consultancy on IT system integration.



Profelis is the first Turkish company, which holds ISO 27001 Information Security Management System Standard Certificate and ISO 9001 Quality Management Systems Regulations Certificate in the area of LINUX and Open Source Software Development and Consultancy.

Profelis is the Turkish and Middle East distributor of BalaBit IT Security.

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

## Learn More

- [Shell Control Box homepage](#)
- [SCB Use Case - IT provider control](#)
- [Request access to SCB online demo](#)
- [Request a callback](#)

## 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: [www.balabit.com](http://www.balabit.com)