Customer reference

Bitbrains IT services

ISAE 3000 Compliance with Shell Control Box

"WE WERE UP AND RUNNING IN A VERY SHORT TIME, WHICH IMPRESSED BOTH CUSTOMERS AND AUDITORS. WE WOULD NOT HAVE BEEN ABLE TO ACHIEVE THIS WITH ANY OTHER PRODUCT AVAILABLE ON THE MARKET." *- Mr. Giray Devlet, Security Officer, Bitbrains.*

Bitbrains IT Services develop, implement, host and manage IT environments within the strictest boundaries of security. Bitbrains specializes in providing Solvency II compliance services for insurers, managed hosting, vCloud services, virtual private datacenter services and Infrastructure-as-a-Service. In their six years as a company, they've worked on three generations of their cloud platform, and seen consistent growth in both staff numbers and bottom line. Bitbrains clients include insurance providers, banks, consultants and free ad placement sites, as well. The company is located in Amstelveen, the Nederlands.

The Challenge
SEPARATION OF ROLES

Bitbrains provides global cloud computing services which must follow strict international guidelines. As a services organization, its business processes should be audited and certified by the ISAE 3000 (International Standard on Assurance Engagements) standard. The objective of the ISAE 3000 is to set high-quality auditing and assurance standards for professional accountants providing with this certification. "*Among others, compliance to ISAE 3000 requires separation of roles, which is challenging for a small IT company, like Bitbrains, where multiple engineers have privileged access to the majority of resources.*" - adds Mr. Giray Devlet, Security Officer at Bitbrains.

The company previously used traditional logging solutions, which transferred OS and network devices logs to central log- and audit servers. However, the problem was that logging solutions couldn't record every important event, as log collection from Windows systems was limited, and application events were not always forwarded to log servers either. On top of that, **log and audit servers were managed by engineers who were supposed to be monitored**.

So, driven by these risks identified in an ISAE 3000 audit, Bitbrains started to look for a privileged user monitoring solution. The company's key expectations for the solution were smooth integration into the existing infrastructure, transparent operation and easy administration. In addition, they had a specific requirement for full transparency in SSH and RDP administrative sessions.

The Solution
SCBS IN DATA-CENTERS

Monitoring solutions by ObseveIT and Xceedium were considered during the selection process. *"The overall technological approach of these solutions, such as the need for agents installed on servers or additional Microsoft SQL license fees were all determining factors against them. We also preferred BalaBit's solution, because it controls access on the network level, while the competitors follow a more application level approach."* – comments Mr. Devlet. Therefore, the provider opted for BalaBit IT Security's privileged activity monitoring solution, the Shell Control Box (SCB). Beyond the required technological approach of SCB, Bitbrains preferred BalaBit having used the vendor's free logging product, the syslog-ng Open Source Edition for many years without problems.

Initial deployment was completed in 2011. Bitbrains ran a test setup using VMware images before the required appliance arrived. The appliance was configured and put into production in less then one week. Currently, two SCBs (type N1000d) are in use, each in a separate data-center, positioned between the Firewall/VPN and the internal infrastructure. SCBs monitor the full activities of 15 engineers accessing resources via SSH or RDP protocols in these two data-centers. In addition, SCB can enforce the use of strong authentication methods (public key), and also verify the public key of the admins before they access servers using SSH.

Key Shell Control Box Benefits for Compliance

- control SSH, RDP, VNC, Citrix ICA, Telnet and protocol-specific channels
- granular access control policies (e.g. based on time period or group membership)
- strong authentication methods
- tamper-proof audit trails
- movie-like playback and search for quick forensics
- DLP-integration for file transfer analysis
- compliance reports

## The Result
IMPRESSED CUSTOMERS AND AUDITORS

SCBs have been in production since 2011 without any serious issues. SCBs helped Bitbrains to fully comply with the ISAE 3000 standard, including the requirements for monitoring privileged users and risk remediation with regards to password policies. In case of a security breach or a major incident, Bitbrains can now share related audit records with its affected customer. In this way, Bitbrains can quickly eliminate accountability issues, which enhances the company's reputation further.

SCB's greatest competitive advantage is that it transparently fits into Bitbrains' infrastructure, with just minimal adjustments required in engineers' daily routine. Furthermore, it doesn't require additional settings or changes of any other infrastructure component. *"BalaBit SCB allowed us to quickly and transparently mitigate several risks that were identified by an external audit. We were up and running in a very short time, which impressed both customers and auditors. We would not have been able to achieve this with any other product currently available on the market."* - concludes Mr. Devlet.

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.
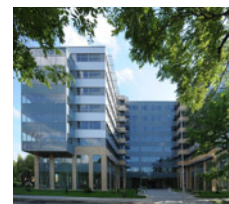
BalaBit, the second fastest-growing IT Security company in the Central European region according to the Deloitte Technology Fast 50 (2010) list, has local offices in France, Germany, Italy, Russia, and in the USA, and cooperates with partners worldwide. Our R&D and global support centers are located in Hungary, Europe.

More information here: www.balabit.com

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- Shell Control Box homepage
- SCB Use Case – Regulatory compliance
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