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IT Security

PRIVILEGED ACCOUNT MANAGEMENT AT LEADING TELECOM OPERATOR

> *"THANKS TO BALABIT'S SHELL CONTROL BOX, BOUYGUES TELECOM HAS A TOOL FOR CONTROLLING ADMINISTRATORS' ACCESS TO NETWORK EQUIPMENT WHILE MEETING THE REGULATORY REQUIREMENTS FOR TRACEABILITY."*
>
> *Pierre Granger,*
> *Head of Network Security Operations*
> *at Bouygues Telecom*

Founded in 1994, **Bouygues Telecom** has operations worldwide in mobile and fixed-line communications, television, the Internet and cloud computing. The company has been well known for its innovative products and high quality of customer service, serving 11.1 million mobile customers and 2 million broadband customers of which over 1.5 million are business customers and over 1.7 million are B&YOU customers.

The operator currently has over 9,000 staff, including 2,000 customer advisors working in its six call centers in France and 2,500 sales consultants in its network of retail stores.

THE CHALLENGE
Security of Privileged Accounts

Bouygues Telecom is well aware of cybersecurity issues and has always paid special attention to protecting the data of its users and customers. In addition, as part of its "Jump-host" project for allowing all system administrators to access the operator's 18,000 network devices and servers, Bouygues Telecom wanted to implement policy management for privileged accounts.

Before the implementation of the "Jump-host" platform, Bouygues Telecom had traditional IT solutions (Solaris and Windows TSE) for channeling the network flows to the core production systems. However, this architecture neither provided enough logging details, nor did it offer a centralized security policy.

The operator's ultimate goal was to centralize administrative network access and to retain access data for all equipment (mobile and ISP telecom network) at critical security levels with a solution that can support most administrative protocols. Last but not least, the operator wanted to control administrators' access and secure the usage of shared accounts on critical systems, primarily through providing effective password management.

THE SOLUTION
Tracing of administrative access to 18,000 devices

Bouygues Telecom called for a tender, and finally choose the Shell Control Box (SCB) appliance from BalaBit. The SCB provides secure administrative access to all telecom devices of the operator – routers, network switches, Unix and Windows servers, the core mobile data (GGSN and xGSN) and voice data communications devices (HLR, HLRv, MSC, IMS).

"We needed a high-performance industrial solution in our project. Being more user-friendly than our old solution, SCB lets us freely manage our devices and protect them in the same time." - says Pierre Granger, Head of Security Operations at Bouygues Telecom.

Because of the significant load of simultaneous connections (400 SSH connections and 100 simultaneous RDP connections per appliance), Bouygues Telecom appreciates both the performance of SCB and the range of protocols supported. *"It was important for us that the solution could cover a huge number of protocols – not only SSH and RDP, but also VNC, Telnet and Citrix."* - states Pierre Granger.

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Figure 1: Controlling and monitoring
remote administrative access by Shell Control Box

THE KEY ADVANTAGES OF SCB FOR BOUYGUES TELECOM

- Global management of privileged accounts

- Centralization of network accesses

- Compliance with regulatory requirements for traceability

- Controlling administrative access to network equipment

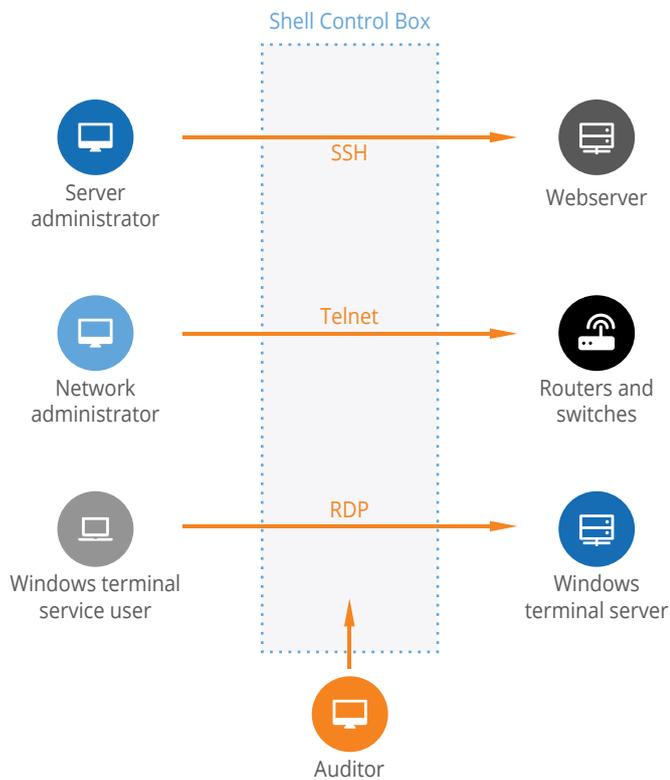- Scalable solution for the provisioning of managed devices

THE BENEFITS
Advanced security of privileged access

With Shell Control Box, Bouygues Telecom is able to manage privileged accounts and improve the security of administrative access to all critical equipment.

With the help of the system integration partner "I-Tracing", which defined the architecture of the solution, Bouygues Telecom was able to limit the impact of integrating the "jump-host" platform on the connections used to access devices.

"With SCB's performance we can protect a significant number of devices, and reach our goals in terms of access control and traceability. In addition, the indexing service on recorded sessions lets us carry out text searches easily using the OCR engine." - adds Pierre Granger.

- Read more about Shell Control Box
- Request online demo
- Request callback

ABOUT BALABIT

BalaBit – headquartered in Luxembourg – is a European IT security innovator, specialized in advanced monitoring technologies. The company is widely-known for syslog-ng™, its open source log management solution, used by more than a million companies worldwide. This significant user base provides a solid ground for the business expansion which is fueled by Shell Control Box™, a pioneering development for the rapidly-growing niche of privileged activity monitoring market. BalaBit has customers all over the world including 23 percent of the Fortune 100 companies.

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