

**"BALABIT'S SCB GIVES US  
ANOTHER LEVEL OF SECURITY  
CHECKS IN THE CASE OF  
SUSPECTED HACKING OF  
PRIVILEGES..."**

*Yannick Kereun, Information Systems  
Security Manager, Docapost*

As members of the La Poste group, the **Docapost companies** - DOCAPOST BPO, DOCAPOST EBS, DOCAPOST DPS, and DOCAPOST Conseil - are experts in digital exchange and document management solutions helping companies in digital and mobile transition. Docapost offers both turnkey and tailored solutions, ranging from consulting through secure data exchange, mobile services, industrial or on-demand publishing, electronic archives and mail service management to Business Process Outsourcing (BPO). Docapost has 4,600 staff working at 450 customer sites for mail management. It generated consolidated revenues of more than €435 million in 2012.

## THE CHALLENGE

Docapost handles thousands of sensitive customer information on a daily basis. Related services such as health data management, payment transactions, voting or electronic signatures require a high level of security.

In order to comply with French and European (e.g. ISO 27001) regulations and to respond to the customers' security requirements, Docapost had to implement additional security measures. Their main goal was to mitigate risks associated with internal threats such as malicious activity and human errors.

Docapost experts observed that insider threats represent an increasing portion of incidents therefore, in order to complement their SIEM solution, they decided to improve the monitoring of privileged accounts (operators, admins, etc.).

## THE SOLUTION



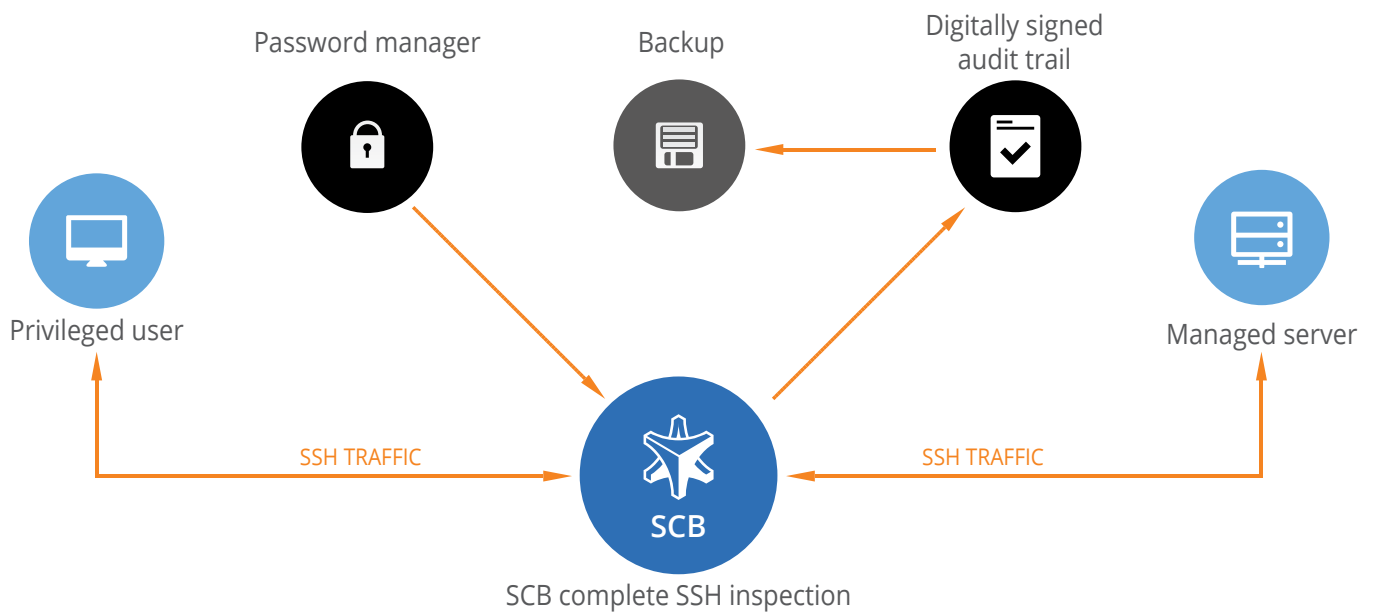
After examining available solutions, Docapost chose the BalaBit's Shell Control Box (SCB) activity monitoring appliance mainly due to its advanced traceability functions and its ability to integrate with a one-time password management solution. With such a rich feature set, SCB provided the best value of any competitors.

During the project, Docapost relied on the expertise of Nomios, an integration partner that managed the implementation of the solution and transferred the skills needed for the Docapost security team.

Beyond event logs generated by the IT systems and correlated by the SIEM, SCB records the activities of Docapost's privileged users. Actually, SCB has been made mandatory for all users accessing privileged accounts.

SCB provides Docapost with detailed activity reports and provide its customers with tamper-proof evidence about what actually happened, ensuring full traceability of the events during any investigation.

*"BalaBit's SCB gives us another level of security checks in the case of suspected hacking of privileges or when users go beyond their authorities without realizing it."* explains Yannick Kereun, Information Systems Security Manager at Docapost. *"On top of that, Shell Control Box can record full audit trails to let us review what happened during an incident or a malicious action."*



## THE BENEFITS



Thanks to BalaBit's SCB, Docapost can fulfill compliance requirements relating to its business activities and mitigate security risks related to insider threats. As a privileged account activity monitoring tool SCB also helps Docapost to prevent incidents.



In addition, SCB helps Docapost give only temporary access to privileged accounts, as well as monitor and record remote activities in real-time with the possibility of immediate intervention if necessary.



Docapost security teams also appreciate the indirect effect that the SCB has on privileged users; it detects malicious users and they know that they are under close supervision in a controlled environment.

*"We intend to extend the usage and capabilities of the SCB solution for other activities within Docapost companies." concludes Yannick Kereun. „Today we control and monitor privileged access to a dozen services, but in the long-term we'd like to protect many more services, as we aim to offer new, high-level security services for our customers."*

■ [Read more about Shell Control Box](#)

■ [Request online demo](#)

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## 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.

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