



# IMPROVED INCIDENT MANAGEMENT AT LEADING ONLINE FINANCIAL PROVIDER

Shell Control Box Case Study

**"SCB IS REALLY THE BEST  
PRODUCT ON THE PRIVILEGED  
SESSION MANAGEMENT  
MARKET..."**

*Stanislav Pavlunin, Vice President and  
Head of Security Department,  
Tinkoff Bank.*

Tinkoff Bank is an innovative provider of online retail financial services operating in Russia through a high-tech, branchless platform. Since its launch in 2006 by Oleg Tinkov, one of the best known Russian entrepreneurs, Tinkoff Bank has grown into a leader in credit cards and has developed a successful online retail deposits program. Its parent company TCS Group Holding PLC is traded on the London Stock Exchange.

## THE CHALLENGE

Costly troubleshooting & forensics

As an online financial services provider, Tinkoff Bank operates complex information systems storing tons of sensitive financial and customer data. Tinkoff's infrastructure includes hundreds of high-risk IT systems managed by 200 internal and outsourced administrators who have elevated privileges on these systems. As a financial provider, Tinkoff has to comply with PCI DSS regulations which require strict protection of card holder information. In addition, in the past, Tinkoff faced a series of security incidents and human errors caused by administrators and the investigations of those were circumstantial and costly. They used ObservelT's user recording agents on the servers, but these couldn't cover all of the requirements. So, driven by enhanced data protection and incident management needs, Tinkoff decided to search for an additional solution to control administrative activities.

## THE SOLUTION

Control administrators with Shell Control Box

During the vendor selection process, Wallix's, Xceedium's, CyberArk's and BalaBit's privileged session management products were all evaluated, but finally Tinkoff chose **BalaBit's Shell Control Box (SCB)** privileged activity monitoring solution.

*"Following a detailed study and tests of the solutions available on the market we decided to purchase the SCB as we felt it offers us the best value for money."* – explains Mr. Stanislav Pavlunin, Vice President and Head of Security Department at Tinkoff Bank.

SCB is in productive operation at the bank protecting a heterogeneous IT environment including Windows, Red Hat Linux and FreeBSD servers. Currently, it controls and monitors the working sessions of approximately 200 system administrators and other privileged users.



# BENEFITS

## Customized, Secure & Compliant Operations

BalaBit's Shell Control Box helped Tinkoff to significantly reduce the risk of external intruders and human errors issued by system administrators. As an easy-to-use forensics tool, it also helps to reduce the cost of IT incident management, while raising the data security of sensitive IT systems to a higher level. By controlling the access to the card systems, SCB also supports the PCI DSS compliance of the bank.



All actions of system administrators who access sensitive information are now recorded



All actions of the outsourced (remote) administrators are controlled and recorded – the bank can compare this data with SLA reported by outsourcers



Remote access to the banking systems can be provided only via secure channel



[Read more about Shell Control Box](#)



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## ABOUT TINKOFF BANK



Tinkoff Bank is an innovative provider of online retail financial services operating in Russia through a high-tech branchless platform. The bank was founded in 2006 by a Russian entrepreneur Oleg Tinkov to service clients in the Russian financial services market. In 2009, the bank started to attract retail deposits, and is a member of the national deposit insurance system.

As of 1 November 2014, the bank issued 4.8 m credit cards. According to the Bank of Russia data as of 1 October 2014, Tinkoff Bank controls 6.7% share of the Russian credit card market. The bank is well capitalized: CBR N1 total capital ratio stood at 15.54% as of 1 January 2015.

Net income of the parent company TCS Group Holding PLC, which includes Tinkoff Bank and the insurance company Tinkoff Insurance, amounted to RUB 3.4 bn in 2014 (IFRS).

In 2013, The Banker magazine, the world's premier banking and finance resource and Financial Times Group member, named Tinkoff Bank the Bank of the Year in Russia. In 2012, Global Finance magazine and Banki.ru portal presented Tinkoff Bank with the Best Internet Retail Bank in Russia award. In 2014, the internet bank of Tinkoff Bank was deemed the most effective in Russia by Markswobb Bank & Report agency. Tinkoff Bank is a member of the deposit insurance system.

## 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 foundation for company's 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)