



IT SERVICE PROVIDER CONTROL

Shell Control Box Use Case

The Challenge - Third-Party Measurement and Control

In a global environment, IT responsibilities are inevitably connected to outsourced or sub-contracted departments, hosting or cloud providers. These third parties, including vendors, services providers, independent consultants, contractors and partners, are essential to business and IT operations. This also means that organizations are willing to trust the administrators of this external company with all their data (for example private and business e-mails, customer information, and so on), or even with the operation of business-critical systems. However, giving responsibility to an IT service provider is always a security risk. You may control the partnership with your vendor's contract but monitoring their employees is hardly manageable with a standard Service Level Agreement (SLA). Nowadays, companies don't have a secure and easy-to-use solution for validating SLAs and verifying billable activities. Measuring Key Performance Indicators (KPI) such as response times or restricting external administrator access is also a challenging exercise. That's why it's essential to monitor these third party accesses, in order to know what outsourcing partners doing once they connect to your systems.

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 or group membership)
- credential store (e.g. automatic password-based authentication on target systems)
- two-factor authentication
- 4-eyes authorization
- real-time session following with the possibility of instant termination
- automatic and customizable reporting

The Solution - SLA Control Device

In such situations it is reassuring to have an independent device that can reliably monitor all external administrative activities. It gives organizations the possibility to oversee and audit external admins, and is also a great tool to evaluate their effectiveness.



Consequently, control over SLA - and billable activities - can be improved, as the fulfillment of the services can be verified. The recorded audit trails can be used as evidence to settle any accountability issues about the remotely administered systems which is common interest of both the customer and the IT provider as well. BalaBit Shell Control Box (SCB) provides detailed information in troubleshooting and forensics situations to quickly uncover the root causes of incidents. As a tamper-proof auditing tool, it also helps organizations pass compliance audits of IT outsourcing processes.

Technical Implementation

SCB is a proxy gateway: the transferred connections and traffic are inspected on the application level (Layer 7 in the OSI model), giving control over protocol features like the authentication and encryption methods or the permitted channels. SCB operates transparently in your network and extracts information into audit trails directly from the communication of the remote client and the server, providing reliable, easy-to-access content. For example, SCB records as external administrators configure your database servers through SSH, or maintain your mission-critical SAP application at night. The recorded audit trails can be replayed like a movie to review the events exactly as they occurred. For instance, if an unexpected server breakdown occurs, by replaying the recorded audit trails, you can easily identify if the failure was caused by your external IT provider (e.g. misconfiguration, upgrade, etc.) or it was a hardware failure. The content of the audit trails can optionally be indexed to make searching for events and automatic reporting possible. To make integration into your network infrastructure smooth, SCB is available both as hardware and virtual appliance, and supports several different operation modes.



External IT provider control with SCB

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

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