

Global financial services giant chooses Uplogix to securely automate critical data center infrastructure

CUSTOMER PROFILE

As one of the world's pre-eminent financial services companies, this large global bank serves hundreds of millions of customers. Their complex IT infrastructure includes one of the largest deployments of Solaris servers in the world.

CHALLENGES

The institution manages a highly distributed and complex global infrastructure while ensuring compliance with strict security and compliance standards. The bank's IT staff found themselves consistently failing internal security audits as a result of vulnerabilities introduced by the terminal servers that were widely deployed throughout their environment to provide remote access to Solaris servers and networking equipment.

"The Uplogix local management platform delivers the security that we have been looking for in a remote management solution, like the ability to encrypt management access to our Solaris servers and to provide complete reporting for compliance with our internal regulations."

The bank was compelled to find a remote management solution that could meet the stringent security requirements that their existing terminal servers failed to satisfy, including:

- ▶ Encrypted management access to Solaris servers, both in- and out-of-band
- ▶ Granular, role-based permissioning with port- and command-level authorization controls
- ▶ Logging and compliance reporting of all user interactions, keystrokes, and changes
- ▶ Session management, such as ensuring the proper termination of user sessions to prevent unauthorized "piggy-backing" sessions
- ▶ Centralized management of the solution

To find a solution that would satisfy these requirements, the bank sent a request for information to a number of vendors who provide remote access solutions, and after comparing the features that each solution offered, the bank chose to deploy the Uplogix Local Management Platform.

UPLOGIX SOLUTION

Providing the secure management features and always-on compliance reporting required by the bank, Uplogix Local Managers (LMs) operate on a secure management platform that supports the industry's most stringent AAA requirements and ensure that security and management policies are always enforced—even during a network outage. In fact, the Uplogix LMs are so secure that they actually exceeded the bank's security requirements.

SECURE ACCESS TO SOLARIS SERVERS

Uplogix LMs deliver out-of-the-box support for Secure Shell Version 2 (SSHv2), which leverages powerful encryption technologies to protect management communication with the bank's Solaris servers. Unlike other remote access products, the LMs provide encrypted access both in-band and out-of-band.

When the network is functioning properly, Uplogix uses an in-band Ethernet-based connection to connect to the centralized management server, the Uplogix Control Center. If this primary management link becomes unavailable, the LM immediately establishes remote connectivity using a dial-up modem, cellular network, or satellite communications; this secondary link offers the bank the same secure, encrypted access as the in-band connection.

GRANULAR PERMISSIONING

The Uplogix platform satisfied the bank's need to protect root passwords by providing command-level access control and simple role-based permissions to ensure that the right users get the right access to the right devices. While traditional "dumb" console servers only provide port-level control over permissions, the Uplogix LM can control every command inside the system on a per-user or per-group basis, giving the bank the ability to appropriately delegate responsibilities between the operations, engineering, and security teams in accordance with their management policies.

Uplogix also integrates with remote authentication mechanisms, such as TACACS and Radius; if connectivity is lost, the appliances rely on cached authorization data to maintain permissions even during downtime.

LOGGING AND COMPLIANCE REPORTING

To ensure compliance with internal audits, the bank relies on the LM's robust logging and reporting capabilities to log three sets of data, including:

- ▶ Console data from the Solaris servers and other networking devices
- ▶ Session data detailing user interactions with servers and devices
- ▶ Change data that records any configuration modifications

Uplogix collects this data at all times—even during outages—to provide complete reporting.

Additionally, Uplogix delivers powerful real-time log inspection capabilities. This enables the LM to generate alarms or take automated actions when specific patterns are identified in the log data. For example, the LM might generate an alert when a user starts or stops a critical network service on a server or when a potentially detrimental procedure is run on a router.

SESSION MANAGEMENT

Uplogix effectively eliminates several severe security gaps that violated the bank's security policies. Automated control of each user session ensures that sessions are properly terminated and users are logged out correctly. Each time a user exits a console session with a Solaris server, the appliance logs into the Solaris server to clean up and close down the user's session before other users are permitted access to the device. This procedure prevents "piggy-backing" or "ghosting," and eliminates the risk associated with unauthorized access.

Uplogix also enables the bank to configure sessions to time out automatically in accordance with their internal policies. This further ensures proper session termination.

CENTRALIZED APPLIANCE MANAGEMENT

The Uplogix Control Center provides the bank's IT staff with a web-based, centralized point of control for all of the Uplogix Local Managers deployed throughout their environment. Deployed in the Network Operations Center (NOC), the Control Center delivers real-time monitoring and management capabilities, offering a unified view of the Uplogix LMs and all managed devices. Delivering true enterprise-wide management of the LMs, Control Center fulfilled the bank's final requirement for an out-of-band management platform.



“Combining secure remote access with intelligent management features that automate support of our Solaris servers and networking devices made the product so compelling that we opted to replace existing traditional terminal servers with the Uplogix appliances. We are excited about the reduction in support costs and security improvements that Uplogix offers.”

ABOUT UPLOGIX // Uplogix provides the industry's first local management solution. Our co-located management platform automates routine administration, maintenance and recovery tasks—securely and regardless of network availability. In comparison, traditional network and systems management depends on the network, uses multiple tools, and remains labor intensive. Uplogix puts the power of your most trusted IT administrator everywhere, all the time.

Uplogix is privately held and headquartered in Austin, Texas with international offices in London and Monterrey. For more information, please visit www.uplogix.com.

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