



SOLUTION DESCRIPTION:

Xnet Secure Gate - Auditable Administration

Full control of privileged, administrative access in a heterogeneous IT environment.

In a Europe-wide public tender British Telecom (BT) successfully won the contract to provide and operate a communication system for the European Central Bank in Frankfurt. One of the key features/requirements was the implementation of a high security access system. Xnet was commissioned by BT to ensure audit compliancy for administrative access within the solution.

THE CUSTOMER



ECB - European Central Bank

In 2014 the final completion of the new premises of the European Central Bank (ECB) took place. The new double office tower with 45 and 43 storeys has a sustainable effect on the skyline of Frankfurt. Along with an impressive architecture the ECB receives one of the most advanced communication systems at all. It is obvious that the Bank controlling the Euro is a key player in the global economic system and therefore a target „No. 1“ - no matter if we are talking about terrorists, hackers, secret services or even governments.

BENEFITS

- Centralized system for maintenance & administrative access
- Recording of all activities for audit compliancy
- Support of multiple maintenance tools
- Selective and controlled access to session movies from the past

THE CHALLENGE

Already during the planning phase BT determined that a number of different systems had to be administered: e.g. switches, firewalls from different manufacturers, database servers, virtualization servers, gateways, among many others. As it is typical for such a heterogenous environment the administration of so many different systems requires the use of specified tools. Plus owing to the complexity of the tasks specifically highly trained staff is needed. On top of this BT realised that support by external specialists from other consulting firms was frequently required.

To make things just a little bit more complicated: every one of these different tools delivers proprietary log files. Proprietary logs are difficult to interpret for the revision staff. Some may even not be comprehensive at all. Often enough it is the same contractor who is generating remote session log files, who has later to be consulted for an interpretation of exactly the same files.

Another frequently used method for controlling remote sessions of external experts - the four-eye meeting - is also insufficient because it lacks documentation for compliancy. Furthermore are the activities carried out by external staff highly specialized and details often impossible to verify on the fly by an internal employee. This is not to speak of the implications any local activity may have on the whole environment.

THE REQUEST

ECB was looking for a solution, which is capable to support this kind of heterogeneous administration and maintenance environment. And - most importantly - to guarantee traceability of all activities during remote maintenance sessions at all times. Xnet had already successfully implemented remote access/control solutions for some well-known companies in the past. Because of Xnet's experience in remote control solutions in highly security sensitive environments BT got in touch with Xnet. In collaboration a completely new approach to a remote access solution for remote staff and service providers has been developed for the European Central Bank.

