CASE STUDY:

Leumi Card

GETTING GREATER INSIGHT INTO FIREWALLS WITH INDENI

Leumi Card, Ltd., a major credit card issuer and acquirer, required a means to manage its firewalls that would identify and prevent possible errors as well as provide network administrators with better troubleshooting tools and real-time insight into network operations, ensuring continued seamless customer service as the company grew.

NO TIME FOR OUTAGES

Leumi Card, Ltd., with credit card turnover of approximately $13.7B in 2010, provides issuing and acquiring services and payment and credit solutions of all types. With services encompassing credit solutions, loans, payment discounts, multi-business acquisition cards, merchant acquiring services, and supplier cards, the company has high network traffic.

Leumi Card sets network security as a prime focus. The company segregates different services and functions within its network through the use of over 30 firewalls with restrictive policies. The firewalls ensure customer and transaction data is protected while providing employees access to data on a precise and need-limited basis.

"We have approximately 1.9 million cards issued to customers," says Itzhak Assaraf, Leumi Card, Ltd.'s Information Security Technologies Team Leader. "Their ability to use their cards depends on the reliability of the network. For us, any downtime would be unacceptable as we are dedicated to providing our customers with the best possible service 24/7. We started looking at tools that could provide us with greater monitoring capabilities to ensure smooth operations as our customer base expanded and traffic loads became heavier. indeni brought more than we expected."

NEEDED: A PROACTIVE SOLUTION

While Leumi Card employed the use of a top-of-the-line network monitoring system, it was providing them with limited insight into their network firewalls. Standard network monitoring systems are limited in their ability to monitor network firewalls and flag errors as a consequence of the protocols they employ. Such systems also have no large built-in knowledge base of per-product best practices for network firewalls. Leumi Card's strategy for maintaining high customer service standards encompasses constant evaluation of new technologies. In 2009 Leumi Card's senior management tasked Assaraf to find a more proactive monitoring system that would provide greater visibility, cut setup times, and reduce administrative costs with respect to network firewalls.

"We were looking for a user-friendly and more proactive means of managing our firewalls. indeni really delivered."

Itzhak Assaraf, Information Security Technologies Team Leader

ORGANIZATION
Leumi Card, Ltd

INDUSTRY
Financial Services

BUSINESS CHALLENGE
Reduce firewall management costs and increase visibility

DEPLOYED SOLUTION
indeni for firewalls: Part of the indeni Product Suite

BENEFITS DELIVERED
- Preemptive identification and remediation of issues
- Significant reduction in service downtime due to firewall issues
- Significant reduction in administrative costs
- Greater than expected reduction in troubleshooting time
- Administrators and managers freed to other tasks
- Improved business continuity

"indeni's solution cuts hours out of setup times for new devices and flags errors we never even knew about before"

indeni
SIMPLIFY YOUR SECURITY

Assaraf instituted a three-month trial of indeni for firewalls, part of the indeni product suite. He was looking for a user-friendly system that would integrate easily into Leumi Card's existing network infrastructure and quickly begin alerting administrators about configuration issues and how to correct them. The goal was to decrease time spent troubleshooting while still ensuring network uptime.

Deployed initially to manage individual firewalls, Leumi Card rapidly expanded the evaluation, adding firewalls one by one to determine the system's flexibility and ability to monitor high traffic usage. Assaraf evaluated how indeni behaves under various traffic loads and how it integrates with existing firewalls as well as its ease of use.

PROACTIVE MONITORING PLUS

Results were immediate, particularly with indeni's ability to identify unexpected errors. Assaraf had initially expected to simply find a system able to alert on problems his team had experienced in the past; in fact, indeni began flagging errors not previously thought to be potential problems. indeni's wide-ranging signatures provided the security administrators with the means to recognize and resolve issues that have confounded many within their field.

"For us," Assaraf says, "indeni's ability to proactively flag problems and send email alerts has become mission-critical. Other systems require administrators to spend hours determining the cause of the problem after the fact. With indeni integrated into our network, we are able to stay ahead of potential issues and keep the company's entire business operations running smoothly whatever the traffic load."

Satisfied with indeni's scalability and seamless ability to integrate with their existing infrastructure, Leumi Card, Ltd. deployed the system across its entire network to monitor all of its firewalls.

IMMEDIATE RESULTS

"We saw an immediate return on our investment in indeni," says Assaraf. "Its built-in knowledge base cuts hours out of setting up new devices and ensuring the health of existing devices, and flags errors directly to administrators by email so we know immediately if there is a potential problem that could affect operations. We are very pleased with the system."

ABOUT INDENI

Founded by software and information security experts with decades of IT experience in businesses from startups to Fortune 500 enterprises, indeni's solutions derive from years of observing IT professionals around the world struggling with similar problems. We are committed to providing user-friendly, highly intuitive solutions.

Contact: sales@indeni.com

"We began the evaluation hoping simply that indeni for firewalls could flag the errors we were used to seeing. What we got was so much more."

indeni for firewalls is specifically designed to provide proactive monitoring of the firewall environment. It alerts users to many potential problems, such as connectivity issues or devices approaching traffic capacity, before actual failure.

indeni allows manual or automatic remediation of common errors and 5-minute configuration of new network devices

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SIMPLIFY YOUR SECURITY