



## Italian Telecommunications Provider Turns to Lieberman Software and Value Team to Help Safeguard Sensitive Customer Data

Italian telecommunications companies face a growing list of requirements to safeguard Call Detail Records (CDRs) - the detailed computer records produced by each telephone call. Local safeguards have become stricter and more readily enforced, with IT managers recently prosecuted as the result of a scandal involving employee sales of CDRs on the black market.

Today Italian organizations must prove that they permit access to systems containing CDRs only by authorized personnel, and must audit all IT administrator actions that involve CDRs. Facing mounting costs to meet these new regulatory requirements, organizations are looking for more efficient ways to regain control.

### The Situation

Facing rising costs and increased regulatory pressures, a major Italian telecommunications provider turned to IT services and consulting company Value Team. The provider asked Value Team to implement a solution to enforce strong authentication and continuous auditing of system access by IT personnel.

“The client wanted a cost-effective solution, but also wanted effective security,” said Perlangeli Salvatore, project manager at Value Team. “My first impression was that it was an almost impossible request.”

### Profile

Client is a large Italian telecommunications provider with an IT infrastructure consisting of 8,000 servers and 50,000 workstations.

### Situation

The telecommunications provider maintains an IT infrastructure that requires strict security. Any service downtime or loss of data results in financial loss.

### Solution

The client turned to a SGDE solution to manage its CDRs and deployed Lieberman Software's Enterprise Random Password Manager to secure and audit the privileged credentials used to access the SGDE.

### Result

Costs for the fulfillment of privileged identity management and accounting prerequisites have been reduced 80%.



## The Solution

Value Team began working with the client's engineers to find an efficient solution. Following an in-depth security assessment a customized secured desktop gateway environment (SGDE) was proposed, built on Windows 2003 Terminal Services. Access points were implemented using a hardened desktop similar in appearance to a computer kiosk. The system allows IT administrators to launch SGDE clients only for managing authorized systems through SSH, SFTP and browsers sessions, with each remote access recorded and signed by the SGDE. Target systems can only be reached from the SGDE and IT administrators can grant authorized staff access without the individuals ever knowing a password.

To securely manage the privileged account passwords that control access to these systems, the client needed to deploy a privileged identity management solution. Value Team selected Lieberman Software's Enterprise Random Password Manager (ERPM) for its ability to automate the tasks to locate, inventory, track and retrieve the thousands of privileged account passwords dispersed throughout a data center.

The telecom provider's credentials are now managed by ERPM and retrieved by the SGDE backend engine using APIs present in ERPM. With ERPM all privileged account passwords in the client's SGDE management sphere are assured of being unique, complex and frequently

randomized. In addition, all activities performed by IT administrators who check out a password provided by ERPM are audited and tracked, helping the telecommunications provider comply with its CDR audit requirements.

Access to the SGDE itself is protected by Strong Authentication procedures. The Windows 2003 Terminal Server login interface was customized by Value Team so that authentication can be made in these three ways:

- Mobile Phone authentication: credentials are based on a passphrase that is known to the user and another passphrase that is sent on the user's mobile phone.
- Token authentication: credentials are based on a passphrase known to the user and a certificate saved in a token.
- Biometric authentication: credentials are based on a passphrase known to the user and a certificate saved in a token unlocked by the user's fingerprint.

## The Result

Immediately after implementing the custom solution and ERPM, the telecommunications provider began seeing cost savings.

"Our custom Windows 2003 implementation combined with Enterprise Random Password Manager's APIs let us design and integrate a platform for 80 percent less than our initial estimate," Salvatore said." And the impact on the target systems is minimized because all work is



performed on the SGDE devices, while ERPM deploys without using any additional scripts or agents.”

Additional benefits noted by Salvatore include end-user productivity improvements that came as a result of reducing IT operational bottlenecks. And with the ability to control and track access to systems with CDRs, the telecommunications provider has found its regulatory compliance requirements much easier to meet.

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## About Lieberman Software Corporation

Lieberman Software provides privileged identity management and security management solutions that protect the multi-platform enterprise. By automating time-intensive IT administration tasks, Lieberman Software increases control over the computing infrastructure, reduces security vulnerabilities, improves productivity and helps

ensure regulatory compliance. As *Pioneers of Privileged Identity Management*<sup>SM</sup> Lieberman Software not only developed the first software solution to address this need, its products continue to lead the market in features and functionality. The company is headquartered in Los Angeles, CA with an office in Austin, TX and channel partners throughout the world. For more information, see [www.liebsoft.com](http://www.liebsoft.com).

## About Value Team

Value Team is the IT consultancy and services company of the Value Partners Group, with a significant presence in Italy, Europe and Latin America. The company is the third largest Italian operator in the sector with a complete and structured offering covering consulting, system integration and outsourcing, and provides support to major companies in banking, insurance, telecommunications, media, utilities, manufacturing and distribution. For more information see [www.valueteam.com](http://www.valueteam.com).