

## Retail bank improves IT security and compliance

Platinum Bank enhances security, ensures regulatory compliance and minimizes downtime with AD and Exchange auditing from Quest®

Platinum Bank is a leading and fast-growing retail bank in Ukraine with 1.5 million clients. The bank turned to Quest when it needed help to implement Windows auditing and event log management for security and compliance.

One of the primary responsibilities of Platinum Bank's security department is to track potentially malicious users, not only to prevent security breaches, but also to protect the bank's reputation. With this goal in mind, the bank decided to implement a security information and event management (SIEM) system. This was partly driven by the need to comply with the global Payment Card Industry Data Security Standard (PCI DSS) and the ISO 27001 standard.

### AD AUDITING AND EVENT LOG MANAGEMENT

To protect its Windows environment and to audit its critical systems, the bank needed to understand what was happening within its Active Directory-based infrastructure better than native tools permitted. It needed detailed visibility to Active

Directory (AD) changes such as which users had made the changes, and the impact of the changes on the environment. In addition, the bank needed the log files from its critical systems — including Microsoft Exchange, AD and file servers — to be directed to one central access point, and for the information to be organized and stored logically.

### SOLUTIONS THAT DELIVER THE GREATEST FUNCTIONALITY

Platinum Bank's IT security team attended an event organized by its trusted IT supplier, Bakotech, a local Quest partner. The team saw demonstrations of AD auditing and heterogeneous security auditing tools from Quest. These solutions, along with products from Symantec and ArcSight, were also considered by the bank. Platinum Bank ran pilot projects and considered Gartner's views, and ultimately selected three solutions from Quest — Change Auditor for Active Directory, Change Auditor for Exchange and InTrust — because they offered the greatest levels of functionality while also being the most cost-effective.

“Together, Change Auditor and InTrust satisfy the needs of our auditors and management in full.”

*Sergey Popov*  
CIO and board member, Platinum Bank

#### CUSTOMER PROFILE



<b>Company</b>	Platinum Bank
<b>Industry</b>	Banking and finance
<b>Country</b>	Ukraine
<b>Employees</b>	4,528
<b>Website</b>	<a href="http://www.platinumbank.com.ua/">www.platinumbank.com.ua/</a>

#### BUSINESS NEED

Driven partly by the need for compliance with global and industry regulations and standards, Platinum Bank needed to improve security by implementing Windows (AD and Exchange) auditing and event log management.

#### SOLUTION

With Change Auditor for Active Directory, Change Auditor for Exchange and InTrust, Platinum Bank can now keep abreast of changes to Active Directory and Exchange in real time, so issues can be quickly identified and resolved.

#### BENEFITS

- Enhanced security, protecting the bank's reputation
- Dramatically reduced time to resolve Exchange and AD change-related issues — from multiple days to a few hours
- Minimized system downtime, maintaining employee productivity
- Ensured compliance with industry standards and government regulations

#### SOLUTIONS AT A GLANCE

- Microsoft platform management
- Security and compliance

## CHANGE AUDITOR WATCHES FOR CHANGES AND DELIVERS REAL-TIME ALERTS

Change Auditor for Active Directory is a powerful AD auditing tool that proactively tracks, reports on and alerts on vital configuration changes — in real time and without the overhead of native auditing. It enhances security by telling you instantly who made each change, when, where and from which workstation, eliminating the risks associated with daily modifications. Moreover, it compares original and current values for fast troubleshooting and remediation. For compliance, Change Auditor for AD generates intelligent, in-depth forensics for auditors and management.

Change Auditor for Exchange is a watchful eye that proactively tracks, audits, reports on and alerts on Exchange Server configuration and permission changes, including critical changes to administrative groups, mailbox policies, and public and private information stores. It will keep you advised of all organizational changes, such as ActiveSync mailbox policy changes, distribution list changes and more. Plus, it automatically generates intelligent, in-depth reports to protect against policy violations and the risks associated with routine modifications.

Platinum Bank was impressed by Change Auditor's wide selection of pre-built templates, especially for PCI DSS compliance, and its web-based interface.

## INTRUST DELIVERS EFFECTIVE, CENTRALIZED EVENT LOG MANAGEMENT

InTrust provides event log management for security and compliance; it securely collects, stores, reports and alerts on event log data from Windows, UNIX and Linux systems, helping organizations comply with external regulations, internal policies and security best practices. InTrust audits user access to critical systems from the

time they log on until the time they log off, detecting inappropriate or suspicious access-related events and sending alerts in seconds. With this tool, you can easily collect, analyze and report on all relevant access-related events across heterogeneous networks.

Of particular appeal was InTrust's ability to audit a number of different systems, and to gather and correlate the security events into one central point.

The bank's security department now uses the solutions from Quest in an integrated way on a daily basis. In addition, the system administrators have access to security logs in order to track changes to the AD environment.

## EXTENDED LOGGING DRAMATICALLY IMPROVES SYSTEM SECURITY

The extended logging facilities delivered by Change Auditor and InTrust provide a valuable view of Platinum Bank's business-critical AD infrastructure and core systems, which has dramatically improved system security. "Our solutions from Quest ensure that IT security threats do not impact our 4,528 users and the bank's productivity," says Sergey Popov, CIO and board member at Platinum Bank. "For instance, we use Change Auditor for Exchange to audit mailbox access rights and to protect and restrict access to critical objects, to comply with our corporate policy."

## FASTER RESOLUTION OF AD PROBLEMS MINIMIZES DOWNTIME

Now the bank can resolve problems significantly faster. "The forensic capabilities of Change Auditor and InTrust ensure that AD objects can be recovered quickly — in a few hours instead of up to three days," explains Popov. "For example, an accidental change to Group Policy resulted in a number of users' PCs constantly rebooting. Had this continued,

it would have caused inaccessibility from these PCs, which could have had catastrophic consequences for the bank. Instead, Change Auditor alerted us to the error, allowing us to fix it immediately, thereby keeping downtime to an absolute minimum." And when scripts incorrectly changed AD user attributes, the bank quickly found and corrected the problem.

## ENSURING COMPLIANCE WITH INDUSTRY STANDARDS

Platinum Bank credits the Quest solutions with helping to ensure its compliance with industry regulations and standards. "Compliance was a key driver for this project, and together, Change Auditor and InTrust satisfy the needs of our auditors and management in full," notes Popov.

## ABOUT QUEST

Quest helps our customers reduce tedious administration tasks so they can focus on the innovation necessary for their businesses to grow. Quest® solutions are scalable, affordable and simple to use, and they deliver unmatched efficiency and productivity. Combined with Quest's invitation to the global community to be a part of its innovation, as well as our firm commitment to ensuring customer satisfaction, Quest will continue to accelerate the delivery of the most comprehensive solutions for Azure cloud management, SaaS, security, workforce mobility and data-driven insight.

### PRODUCTS & SERVICES

#### SOFTWARE

[Change Auditor for Active Directory](#)

[Change Auditor for Exchange](#)

[InTrust](#)

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