

TELECOM



Industry: Telecommunication Services

Comprehensive security monitoring of 1,600 Windows servers, a Citrix farm environment and over 14,000 communication devices.

“ObserveIT directly minimizes the risks associated with employee and third-party vendor activity over a full range of applications and environments. Its full video recording and direct-access keyword search are amazing and unique.”

—Diego Hernan Pizolli, CISO

Telecom Argentina S.A. (Telecom) is the mother company of a leading telecommunications group that is engaged in providing fixed-line public telecommunication services, mobile voice and data services, international long-distance services, data transmission and Internet connectivity in Argentina. The company also owns a wireless operation in Paraguay. Formed during Argentina's privatization thrust in 1990, Telecom has more than 20 million customers today. The company has more than 17,000 employees and generates approximately \$4.5 billion in annual revenues.

Challenge

Until 2011, Telecom was attempting to use a SIEM tool to monitor the activities of internal administrators and third-party vendors while logged in to company systems. Because the SIEM did not provide the required transparency into user behavior, the company began looking for a better solution. Later, after the initial ObserveIT deployment, the company also wanted to record and audit all changes made to more than 10,000 network and communication devices.

Solution

After also evaluating products from Balabit, CyberArk and SpectorSoft, the company selected ObserveIT for a number of reasons:

- ObserveIT is focused exclusively on – and excels at – session video recording and auditing.
- ObserveIT's keyword-based video search is “amazing and unique.”
- ObserveIT equally supports monitoring of Terminal Servers/Citrix farms and stand-alone servers.
- ObserveIT's ease-of-use allowed Telecom to quickly roll out security and monitoring services to several areas within the organization.

“One of the most interesting advantages of ObserveIT is its full recording and search capabilities which allow us to search for and pinpoint any specific moment from among thousands of hours of session video recordings,” remarked Diego Hernan Pizolli, Telecom's CISO. “ObserveIT has not given us any headaches or major issues – as long as the suggested backups and database maintenance jobs are running, no other efforts are required. Even product upgrades are fast and painless.” Telecom is currently using ObserveIT to record and audit user activity on 1,600 Windows servers, a Citrix farm environment and over 14,000 communication devices, thus providing almost complete coverage of the company's entire IT infrastructure.

Benefits

- **Comprehensive security monitoring** – of nearly the entire IT infrastructure, including Terminal Servers/Citrix farms, stand-alone servers and communication devices.
- **Powerful activity auditing** – using ObserveIT's unique keyword-based video search.
- **Negligible IT overhead** – due to painless operation, automated maintenance procedures and easy upgrades.