

# Managed Security Services

## Financial Services

### INDUSTRY

Financial services data processing

### CHALLENGE

New security requirements and regulations, increasing interconnectivity of networks, and discontinuation of service from previous managed security provider combined to make managing this network in-house a difficult undertaking.

### SOLUTION

CDW Managed Security Services for Cisco firewall and intrusion prevention.

### BENEFITS

- Redeployment of staff to projects with clear business impact
- Real-time monitoring and reporting for network security issues
- Consolidated informational portal for performance updates
- Security device updates to latest patches and maintenance levels
- Device log and configuration archiving for compliance, disaster recovery and troubleshooting purposes
- 24x7 support



### The Client

CDW's client is an automatic teller machine (ATM) financial data processor for banks. It also acts as an Internet Service Provider (ISP) for these banks.

### The Business Challenge

CDW's client had a highly dynamic and interconnected network, which consisted of other financial institutions, ATMs and financial networks. Initially, this client was contracted with a service provider for an Internet firewall and limited, Internet-only intrusion detection. When its service provider decided to discontinue the offering the client was using, it contacted CDW for help.

## The Solution

CDW implemented a dedicated Cisco ASA with integrated intrusion detection/prevention. The client now has very granular security capabilities, and can examine all network traffic for suspicious activity. Through installation of a Cisco MARS appliance, CDW provided security event correlation, validation, alerting and reporting to the client.

CDW's client relied on CDW's engineering to manage the day-to-day operations of its Cisco security infrastructure.

## Managed Services for Security and:

- Monitored the client's systems continually
- Reviewed and escalated performance and security incidents
- Maintained firewall software to latest revisions
- Maintained Cisco IDS/IPS signatures to latest revisions
- Handled and repaired firewall, IDS/IPS and MARS operational problems
- Maintained log archives and device configuration changes

CDW assisted the client with a quick cutover, which took place over one weekend, due to the discontinuation of service from the previous service provider. CDW also developed a tiered user access structure, which was tied to a SecureID system, allowing the client's staff to make the necessary configuration changes on a day-to-day basis without inflicting unplanned changes on the overall infrastructure.

### Technology

The CDW-implemented solution included full management and monitoring of:

- Cisco ASA
- Cisco IPS
- Cisco MARS

## Leveraging CDW's Expertise

CDW's Managed Services enable clients to focus on improving their core business, leaving the day-to-day management and support to CDW. CDW's engineers have years of in-depth experience managing major business environments, which enables CDW to detect and resolve issues effectively.

With CDW's Managed Services, potential technology failures can be detected in advance, so they can be addressed and remediated before they result in costly downtime for clients. Depending on the selected level of service, CDW also reviews historical trend data to proactively address performance and capacity issues.

## Results: Cost Savings, Network Security Compliance and Better Monitoring

With CDW's deployment of Managed Services for Security, the client was able to save money by redirecting staff to improve business functions and implement new application capabilities. The client was safe in the knowledge that CDW was constantly watching its network for security incidents.

CDW's solution provided real-time monitoring of the client's systems via NimBUS, our monitoring software. Reports and detailed device information were available to the client via the Client Operations Portal (COP). This portal is designed to give clients a comprehensive view of their managed environment through a variety of reports, providing a real-time view into clients' networks, allowing for easier problem diagnosis, and supplying a better measure of network capacity for planning purposes.

Upon implementation of the service, the client was very impressed with CDW's expertise and flexibility. The Director of Network Services said, "The cutover to [CDW's] security service went better than I could have expected. We look forward to using the full capabilities of the Cisco ASA and IPS solutions, and it feels good to have someone watching our network security continuously."

To find out how CDW can help your business, call 800.800.4CDW.