NetIQ

Customer Success Story
Sentinel Log Manager

ISC Münster

ISC Münster's customers are legally required to store patient data securely. To boost competitiveness, ISC Münster sought ISO27001 certification, for which central log management is a prerequisite. ISC Münster implemented NetIQ® Sentinel™ Log Manager to reduce operational risks and prove to auditors that it fulfills the strict ISO27001 requirements regarding data security.

Overview

Informations Service Center (ISC Münster) is a leading IT service provider that specialises in providing customised solutions to its clients in the health insurance industry, offering consulting services, IT infrastructure implementations and software development. In total, the company manages the data of over one million patients insured by its clients. The firm is based in Münster, Germany and employs 68 people.

Challenge

To be commercially successful, ISC Münster and its clients in the health insurance industry must meet legal requirements for storing patient data securely. To sharpen its competitive edge, ISC Münster applied for ISO27001 certification—the internationally accepted data security standard. To gain and keep this certification, ISC Münster deployed a central log management system on a stable platform to ensure compliance and reduce operational risks.

"Since monitoring became easier, staff keep a closer eye on the systems. This helps us to keep our IT systems stable."

BERNHARD FAHR
Head of Technology
ISC Münster

Solution

ISC Münster joined with TWINSEC to deliver a reliable solution that supports central log management and increases IT security. TWINSEC, a NetIQ partner with 16 security consultants and many years of experience with NetIQ products, provides architecture, solutions, design and implementation for security products.

After evaluating a range of solutions, ISC Münster chose to deploy NetIQ Sentinel Log Manager. "The combination of sophisticated search functionality and excellent value for money convinced us to select NetIQ Sentinel Log Manager," explained Bernhard Fahr, Head of Technology at ISC Münster.

ISC Münster seamlessly integrated NetIQ Sentinel Log Manager into its existing IT environment, which includes Microsoft Windows Server, Microsoft Active Directory and Microsoft Exchange. TWINSEC also connected the NetIQ solution to various Linux systems, Solaris systems, firewalls and switches. In six months, ISC Münster integrated around 500 systems with NetIQ Sentinel Log Manager to monitor failed logins and authentications in internal systems, changes in access management rights and attempts to breach firewall rules.

"We implemented NetIQ Sentinel Log Manager four years ago, and we are delighted with the comprehensiveness of its coverage and its reliability," Fahr said.

ISCm
INFORMATIONS SERVICE CENTER MÜNSTER

At a Glance

Industry
Computer Services

Location
Germany

Challenge
To meet the requirements of an international data security standard, the organisation needed to build a central log management system on a stable platform.

Solution
Use Sentinel Log Manager to meet the standard's requirements and monitor failed logins and authentications in internal systems and detect attempts to breach firewall rules.

Results
+ Simplified reporting, making it easy to prove to auditors that data is stored securely
+ Reduced administration time with user-friendly interface
+ Automated security processes to help IT identify and prevent problems before they occur

“Sentinel Log Manager includes a report generator, which provides us with all the information necessary for ISO27001 certification.”

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Results

NetIQ Sentinel Log Manager simplified reporting, helping ISC Münster easily prove to auditors that data is stored securely. “The NetIQ Sentinel Log Manager includes a report generator, which provides us with all the information necessary for ISO27001 certification,” explained Fahr. “We can easily find archived log data and send it to auditors to fulfill all reporting requirements.”

The user-friendly interface of NetIQ Sentinel Log Manager reduces the amount of time the company spends on system administration. It provides a single view of important status information from multiple systems, so employees do not need to manually log in to different systems to monitor them. “Since monitoring became easier, staff keep a closer eye on the systems,” Fahr commented. “This helps us to keep our IT systems stable.”

NetIQ Sentinel Log Manager automatically informs relevant staff of potential security breaches, such as failed logins and changes in access management, enabling them to quickly resolve the issue. The solution also automatically archives historical data, helping ISC Münster to recognise trends and identify and prevent problems before they occur. The NetIQ solution plays a key role in helping ISC Münster reduce operational risks associated with IT security.

As ISC Münster gains more business, NetIQ Sentinel Log Manager can scale up to support the new clients. In the future, the company plans to use NetIQ Sentinel as part of a full security information and event management (SIEM) environment, which will enable real-time analysis of data security to actively prevent security breaches.

Learn more today by contacting your NetIQ partner or a local NetIQ sales representative, or by visiting **www.netiq.com** for contact information in your area.

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