



Security project



C A S E S T U D Y

The Challenge

As greater inroads were made in technology, larger issues pertaining to security had become the need of the hour. The bank was grappling with issues related to security and was looking at an IT infrastructure service provider who could offer a secure architecture to the bank.

Fourth Dimension Technologies' Role

- Ø The first important goal was to develop a network security architecture based on the core banking software product, Flexcube™. This process involved gaining an in-depth understanding its features and utilities.
- Ø An analysis of the current security policy was performed; the policy was evaluated by a team of security specialists, and the requisite policies implemented according to the needs of the bank.
- Ø Fourth Dimension helped create a security operations/project team with key staff from the bank and Fourth Dimension.
- Ø Critical traffic data and flows were identified to define network security policies.
- Ø A detailed study on the operational access requirements and user privileges was conducted, and an access policy document was developed, defining the access requirements of various functional groups of the bank.
- Ø Products were chosen to meet the stated security goals and network security policies.
- Ø Security equipment, both hardware and software (redundant firewalls, host-based intrusion detection, network intrusion detection, security monitoring tools, etc.), was provided.
- Ø The banking environment was simulated in a staging set-up and the security equipment was tested to validate the strength of the solution and effectiveness of the security policies.
- Ø All core solutions were installed and implemented as per the defined architecture, with minimum downtime to ensure there are no hassles in the daily transactions of the bank.
- Ø All key activities, including access policies and staging implementation, were documented.
- Ø Training was provided to IT staff of the bank on key aspects of implementation and associated technologies.

Client Profile

Our client is one of India's leading private sector banks. The total business of the bank has touched a figure of Rs. 11,413 crores in 2004-05. From a humble beginning of Rs. 1 lakh 90 years ago, the bank is now spread across 10 states and one union territory, with 231 branches, and has announced a 100% dividend for the year 2004-2005. The bank has about 1,00,000 transactions per day, and uses Flexcube™, a core banking software product from iFlex.

Prevailing IT Infrastructure

Technology has become a tool to enhance comfort level for customers across various industries, and banking is where the tangible benefits of technology can be easily translated to enhance customer satisfaction. Our client has been on a war footing to meet the growing demands of an ever-increasing customer base. Some of the initiatives they have undertaken include:

- Ø Central data centre
- Ø 100% computerisation in all branches
- Ø 56 ATMs nationwide
- Ø Visa™ debit card access worldwide
- Ø RTGS implemented in select branches
- Ø Access to over 3,000 MITR ATMs
- Ø Intel™ platform-based branch infrastructure
- Ø Leased-line connectivity to close to 200 branches
- Ø Unix platform-based Oracle™ database servers.
- Ø Intel™ platform-based Flexcube™ corporate and retail servers.

Major IT Initiatives

- Ø Our client has launched multi-city account facility to all customers.
- Ø The bank provides mobile top-up service to customers by which pre-paid cellular phones can be recharged.
- Ø The bank is looking at providing Internet/mobile banking in the next financial.

Major Challenges

- Ø The biggest challenge experienced was to protect the data centre from intrusion and hacking. Any intrusion in the data centre would severely cripple and pose significant lapse of security in all branches.
- Ø Development of a security operation manual to address and streamline various activities, including escalation and change controls.
- Ø Testing of new applications in different environments which include networks pertaining to different software such as IBM, Microsoft, Linux and SQL databases.
- Ø One of the major hurdles encountered during the implementation of security solution was managing the legacy banking software.

Competition

The project was bagged after some intense competition from key players in the industry. In the initial stages many such players pitched their solutions and based on the satisfaction criteria only three made it to the final round. The solutions proposed by all the three were evaluated by a panel of security specialists from leading technical institutes from Chennai and Bangalore. In the end, the solutions proposed by Fourth Dimension Technologies were unanimously approved by the panel members from these two institutes.



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