



BT STREAMLINES FIREWALL CHANGE CONTROL AND PROVES COMPLIANCE ACROSS ITS GLOBAL NETWORKS



Telecom Giant Instantly Gains Visibility and Control of its Complex Security Infrastructure

AlgoSec Business Impact

- Demonstrate compliance in minutes, save person-hours and deliver fast ROI
- Tighter control of a highly complex network through automated change management
- Focus on improving security operations instead of maintaining rulebases

Background

A leading world-wide provider of communications services and solutions, BT serves customers in more than 170 countries. Its principal activities include the provision of networked IT services globally; local, national and international telecommunications services for use at home, at work and on the move; broadband, TV and internet products and services; and converged fixed/mobile products and services.

Challenge

BT's internal network is a complex, highly segmented environment that has evolved over the last two decades throughout its worldwide locations. BT's infrastructure relies on a large number of third-party domains and business-to-business connections with over 1,000 policy enforcement points, some of which date back a number of years.

"The challenge facing BT is around the size of the estate, the complexity and our ability to demonstrate at audit that the rules within the policy are still appropriate, still valid, and still authorized," says Phil Packman, General Manager of Security Gateway Operations for BT. "Equally, we're challenged to ensure that rules don't make it into the rulebase unless they're approved and authorized." BT therefore realized that it needed automation and reporting to better control its massive rulebase, and provide an approved audit trail to both auditors and internal stakeholders.

Customer Name

BT

Line of Business

Telecommunications

Location

London, United Kingdom

Firewall Solutions

Check Point, Cisco

bt.com



“AlgoSec now does the heavy lifting for us. It allows the engineers to focus more on providing greater levels of security than on process and change, so we’re able to provide a much more secure infrastructure for BT.”

Phil Packman,
General Manager, Security
Gateway Operations, BT

Solution

BT set about to solve its security challenges by creating a set of criteria for evaluating off-the-shelf, automated security solutions. “The criteria were based on ‘total cost of ownership,’ our roadmap, and probably most importantly, the willingness of the partner to work with us,” says Packman. AlgoSec uniquely met BT’s requirements.

Another feature BT liked was AlgoSec’s ability to prove that policies are implemented as approved. According to Packman, this was a capability “which we’d not seen in other products, and which we couldn’t achieve with our in-house tools.”

AlgoSec’s commitment to customer success and its money-back guarantee were also deciding factors in BT’s selection process.

Results

Immediately after deployment, AlgoSec enabled BT to reduce error rates, make improvements to their rulebase implementation process and ultimately give BT better control over its network security. Packman explains: “Most notably, we were able to track down rogue connectivity, or connectivity that we didn’t understand properly. It gave us an almost immediate view of certain high-risk situations.”

In addition, by using AlgoSec’s compliance reports, Packman’s engineering team were able to instantly demonstrate that no rules could be added to the firewall policy without proper approval — saving countless hours.

Simplifying the audit preparation process led to a surprise benefit for BT’s Security Gateway Operations Team, which performs rule implementation and authorization: “AlgoSec has allowed us to change the skills profile of the team because the tool does the heavy lifting for us. Now our engineers can focus more on providing greater levels of security than on process and change, so we’re able to provide a much more secure infrastructure for BT.”

Packman also endorses AlgoSec’s customer service, stating that the relationship has been a very positive one. “This has really helped put our minds at rest. We believe we’ve done the right thing in terms of deploying AlgoSec.”

Using AlgoSec continues to enable BT to manage the complexity of its network with confidence, as it pursues growing and competitive global markets for its IT, computing, and communications services. Packman summarizes: “We have met every objective we hoped to achieve with AlgoSec.”



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