

Customer Profile

## Dexia Sofaxis

Dexia Sofaxis improves the reliability of its IT systems thanks to RSA enVision®

### Acceleration

“Every morning, our team checks the dashboards to get a grasp of the previous day’s security events. With RSA enVision this takes only ten minutes, compared to an hour and a half in the past. And thanks to the newly-centralised logs, we offer our users improved quality of service, greater availability and much quicker troubleshooting than before.

Franck Moussé, Head of Information Systems Security, Dexia Sofaxis

#### AT A GLANCE

##### Business Challenge

- Centralise IT system logs to improve troubleshooting
- Meet a large number of compliance requirements

##### Solution

- Deployed RSA enVision for visibility on security events from all network and server devices
- Real time automatic alerting on all network events and production of reports and dashboards

##### Results

- Improved service quality and availability on the IT system as problems can be identified and corrected much more quickly
- Aids compliance as log aggregation enables it to produce reports in line with auditing requirements

The specialist insurer for local authorities and hospital staff has rationalised its log management to speed up troubleshooting and ensure regulatory compliance.

Part of European corporation Dexia and subsidiary of Dexia Crédit Local, specialised in financing public facilities and local services, Dexia Sofaxis is France’s leading provider of insurance for local authority and hospital staff. The Group is insurer to one out of every two local governments and one out of every three hospitals, or three-fourths of all local authority and hospital staff. It draws upon the services of 450 employees working at two sites and a network of 1,500 government-certified physicians and 250 psychologists. For more information, please visit: [www.dexia-sofaxis.com](http://www.dexia-sofaxis.com).

### BUSINESS CHALLENGE

With a small IT team, unable to dedicate much time to managing and analysing logs and historical data generated by the various components of its IT system, Dexia Sofaxis was looking to gain broader visibility of its network’s events by rationalising and centralising log management.

At the same time, the company wanted to improve troubleshooting, by shifting all of its logs to a specific machine, which would not be exposed in the event of system crash. It also wanted to speed up problem resolution, in order to keep



IT downtime to a minimum.

The decision to centralise log reporting would also aid compliance, as log aggregation would enable Dexia Sofaxis to produce reports in line with auditing requirements. For instance, when vying for public procurement contracts, it needs to be able to produce paper-free bids, so as to prove its ability to meet certain data security requirements. It also needs to



The Security Division of EMC





comply with the Belorgey Convention, which deals with gathering, processing and securing health information on insured parties, as well as other regulations applicable across the Group, such as Basel II.

## SOLUTION

After researching the available security information and event management (SIEM) solutions on the market, Dexia Sofaxis narrowed it down to eight vendors. It then ran four Proof of Concepts (PoCs), enabling it to bring down the short list to two providers. The tests covered some 100 peripherals (firewall, extranet, proxy, switch and routers, etc.), as well as the Wintel/Linux platform and three critical applications, including messaging and a Customer Relationship Management (CRM) solution. The results of the tests highlighted the superiority of the RSA enVision platform from RSA, the Security Division of EMC.

Franck Moussé, Head of ISS at Dexia Sofaxis, said: “In the end, several major factors pushed us toward the RSA enVision solution: log collection is easy and does not require an agent for Windows servers, but an SFTP agent is needed for Linux and Jboss servers; alerts are automatically sent out in real time whenever there is an event on the network; and reports and performance charts are produced automatically. Furthermore, the system was integrated in a single day, when other solution providers were quoting us for 5 to 15 days.”

“The solution had everything we needed and all of our equipment was covered: network peripherals and switches, 120 Windows servers and eight Linux servers a dozen firewalls, plus the proxies, reverse proxy and anti-virus, and of course, our applications – finance, Web, VPN, Active Directory and the SQL business databases.

What’s more, all devices are supported in their native formats, making it easy to process the logs from our specific business applications without the need to develop specific parsers,” added Franck Moussé.

## RESULTS

Thanks to RSA enVision, productivity of the IT team at Dexia Sofaxis has been improved substantially. “Every morning, our team checks dashboards to get a grasp of the previous day’s security events. Today, this takes only ten minutes, compared to an hour and a half in the past. And thanks to the newly-centralised logs, we offer our users improved quality of service, greater availability and much quicker troubleshooting than before,” commented Moussé.

“Reports are sent to various specialists in order to check accesses to sensible and critical resources. With automated reporting, we are instantly informed of any problems that arise, and can take proactive action to avoid incidents. Furthermore, in terms of compliance, we are able to meet the demands of each audit more quickly and more precisely.”

The fact that RSA enVision is offered as an appliance brings additional benefits. “Being an appliance, it means we do not have to buy a server and OS license, or double up on our equipment to ensure high availability. Plus, maintenance is included in the total price and the integration costs are minimal,” confirmed Moussé.

The next goal set out by the IT team will be to correlate the log information to find interactions between processes, securing many more data flows.



*“RSA enVision has really helped us make our information system reliable, covering every aspect and detecting the slightest inconsistencies. Today, we enjoy a real competitive advantage, and so do our customers.”*

Franck Moussé, Head of Information Systems Security, Dexia Sofaxis



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