TSYS iSolutions

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— Duane Thayer
  Infrastructure
  Engineering Manager

KEY HIGHLIGHTS

Managed Servers
• 400

Platform
• Windows
• Linux

Primary Business Needs
• Operational efficiency
• Compliance
• Audit
• Patch management

Web Site
• www.tsys.com

TSYS iSolutions Leverages VMware vCenter Configuration Manager to Tighten Security, Achieve PCI DSS Compliance

TSYS (NYSE: TSS) is one of the world's largest companies for outsourced payment services, offering a broad range of issuer- and acquirer-processing technologies that support consumer-finance, credit, debit health care, loyalty and prepaid services for financial institutions and retail companies in the Americas, EMEA and Asia-Pacific regions.

The Challenge

Financial institutions rely on TSYS iSolutions to manage critical aspects of their businesses efficiently and effectively, such as commercial card programs, expense management and reporting.

The TSYS iSolutions IT department primarily supports the company's Web-based applications for bank customers. Because end customers' financial information is involved, trust is an essential part of the company's relationship with bank clients.

"Clients work with us for processing efficiency, cost and trust," said Duane Thayer, infrastructure engineering manager. "If we abridge that trust, we're gone. An exposure of data can be the death knell of a company like ours."

To keep systems secure, the company needs to remain in continuous compliance with regulatory and industry requirements such as PCI-DSS (Payment Card Industry Data Security Standard), SAS 70, Verisign and MasterCard/Visa. "Auditing is not a singular, one-time event. We must have continuous control over our audit and compliance initiatives and be ready for an audit at a moment's notice," said Thayer.

The Solution

The IT group brought in VMware vCenter™ Configuration Manager to ensure continuous compliance and reliable reporting across its heterogeneous environment. Configuration Manager centralizes and automates the monitoring, managing and auditing of hardware and software configurations. It also provides patch assessment and verification to ensure continuous enterprise security for Windows platforms. IT staff quickly implemented and began running Configuration Manager. The solution immediately proved to be more manageable and powerful than the cumbersome configuration management solutions team members had used previously.

The Results

As the first order of business, the IT group applied vCenter Configuration Manager to system configuration. The software automatically compares systems to ensure consistent configurations across all enterprise machines. vCenter Configuration Manager collects the most detailed, critical configuration data from every workstation and server. This

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comprehensive data collection and auditing capability consolidates the information in a centralized management database (CMDB) for immediate access, analysis and reporting.

The software continuously monitors and incorporates changes in system settings in its CMDB. Role-based access allows staff to query for the information. Dashboards and reports give IT auditors visibility into any area of interest, keeping audits from interrupting other activities.

The IT staff turned to the security update management capabilities of Configuration Manager to rein in its patch challenges. This capability automatically downloads updates to the database at regular intervals and then taps into the Configuration Manager database to quickly analyze all the machines in the environment. After performing vulnerability assessments, the security update management features install patches at an enterprise level, rather than machine-by-machine.

Security & Efficiency Without Adding Staff

Automating configuration, patch management and audit preparation for compliance drives dramatic efficiency gains for the IT department. Configuration Manager delivers the greatest gains in auditing for regulatory and industry compliance. With the information readily available in vCenter Configuration Manager, IT prepares for each of approximately six audits, about four times faster than before.

The accumulated time-savings add up to approximately 1,600 man-hours in the course of a year, and the company sees additional savings in both time and money by working with current staff more efficiently.

"The data in Configuration Manager has been invaluable," Thayer said. "Before, every person in the department was tasked with helping with patching and audits. Now, one person handles each. It frees our time for other projects."

Using Configuration Manager has significantly improved compliance, while reducing the time to update patches to one-quarter the time it took before. "Configuration Manager has allowed us to be more secure and efficient without adding staff," Thayer said. "It's like having a couple of extra bodies."

Moreover, the company has the peace of mind that it is taking every step possible to maintain a high level of security. "We can go home and rest easy that credit card data won't be compromised by a security hole," Thayer said. "This is probably the securest shop I've ever been in."

Looking Ahead

TSYS iSolutions will soon implement Configuration Manager for its Microsoft Exchange environment to extend continuous compliance across its Exchange servers. The module provides centralized enterprise visibility of mailboxes, public folders, distribution groups and Exchange servers.

The Bottom Line

ACTIVITY	WITH VMWARE VCENTER CONFIGURATION MANAGER
Audit preparation	Four-times increase in speed
PCI DSS compliance	Continuous compliance
Overall efficiency	1,600 man-hours saved per year

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