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**Earl Grylls, Lead Systems Engineer**

## TSYS iSolutions Tightens Security, Streamlines Processes by 1,600 Man-Hours per Year with Configuresoft ECM



### THE CUSTOMER

In the competitive banking industry, institutions set themselves apart through customer service, products and services. Leading banks like JPMorgan Chase, US Bank and Bank of the West accomplish that with commercial-card and innovative technology solutions offered through Lakewood, Colorado-based TSYS iSolutions.

TSYS iSolutions, formerly known as ProCard, is the leading provider of Web-based software applications and services that support commercial card programs. Since 1989, TSYS iSolutions has pioneered the use of commercial card technology within corporations, universities and government organizations and continues to provide leading-edge solutions.

### 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.

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, IT staff must ensure that all applications stay current on the latest releases and patches. Additionally, 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.

In 2005, TSYS iSolutions needed to streamline processes for performing audits about six times a year and automate patch management across its nearly 400 servers and 175 work stations.

"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 Enterprise Configuration Manager (ECM) and Security Update Manager (SUM) to ensure continuous compliance and reliable reporting across its heterogeneous environment. ECM centralizes and automates the monitoring, managing and auditing of hardware and

### EXECUTIVE SUMMARY

- The solution automates and enforces critical security measures.
- IT prepares each of approximately six audits about 4 times faster than previously.
- Security bulletins take just one quarter the time as before.
- In total, TSYS saves about 1,600 man-hours, with more efficiency to come.

**ECM-Managed Servers:** 400

**Platforms:** Windows, Linux

**Primary Business Need:**

Operational Efficiency  
Compliance  
Audit  
Patch Management

**Web site:** [www.tsys.com](http://www.tsys.com)

**Industry:**

Business Services Software

software configurations. SUM provides patch assessment and verification to ensure continuous enterprise security for Windows platforms.

IT quickly implemented and began running ECM and SUM. The solutions immediately proved to be more manageable and powerful than the cumbersome configuration management solutions team members had used previously.

Six IT staff participated in a three-day training course onsite at TSYS iSolutions to better understand how to maximize the use of ECM in their own environment. "The instructor did a fantastic job of tailoring the course to TSYS iSolutions, not just covering ECM in general," said Earl Grylls, Lead Systems Engineer. "It's one of the best training sessions I've had, with lots of 'learning moments,'" he added, referring to the insights the team gain during the training interactions.

### Streamlining Patching, Compliance and Asset Management

As the first order of business, IT applied ECM to system configuration. The software automatically compares systems to ensure consistent configurations across all enterprise machines. ECM collects the most detailed, critical configuration data from every workstation and server. This comprehensive data collection and auditing capability consolidates that 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.

TSYS IT staff turned to SUM to reign in its patch challenges. SUM automatically downloads updates to the database at regular intervals and then taps into the ECM database to quickly analyze all the machines in the environment. After performing vulnerability assessments, SUM installs patches at an enterprise level, rather than machine-by-machine. This comprehensive approach ensures proper delivery of patches to the targeted machines – a critical part of keeping TSYS iSolutions secure.

The IT staff has progressively expanded its use of ECM, adding ECM for Microsoft® Active Directory® and ECM Management Extensions (ECMMX) for Assets. ECM for AD offers visibility across the enterprise, collecting configuration data, objects and changes to simplify AD management and automate compliance. TSYS iSolutions sees the module as key to maintaining the health of its Active Directory with performance tuning across Windows and Linux systems.

ECMMX for Assets, now being rolled out at TSYS iSolutions, will help IT staff centrally manage asset types and attributes – automating a once-manual activity. ECM scans for software and hardware assets, giving the company a database of rich asset information for querying and decision-making.

### Security & Efficiency Without Adding Staff

Automating configuration, patch management and audit prep for compliance drives dramatic efficiency gains for the IT department.

ECM delivers the greatest gains in auditing for regulatory and industry compliance. With the information readily available in ECM, 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 by not having to add staff. As the company uses ECMMX for Assets more extensively, it expects additional efficiency by not having to inventory every machine.

"The data in ECM 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 SUM has significantly improved patch compliance, while reducing the time to update patches to one quarter the time it took before. "ECM has allowed us to be more secure and efficient without adding staff," Grylls 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 ECM for Exchange to extend continuous compliance across its Exchange servers. The module provides centralized enterprise visibility of mailboxes, public folders, distribution groups and Exchange servers.

To learn more about TSYS iSolutions, visit the Web at:

[www.tsys.com](http://www.tsys.com)



### About Configuresoft

Configuresoft is an innovator in systems management technology and the creator of enterprise Configuration Intelligence™, serving twelve of the world's 25 largest companies. Spanning both operations and IT security, the Company offers enterprise configuration, policy compliance and remediation products. At a time in which organizations must maintain a continuous state of compliance throughout their infrastructure, Configuresoft ensures these environments conform to any desired or mandated state. **To learn more, call 1-888-U-CONFIG (888-826-6344) or visit [www.configuresoft.com](http://www.configuresoft.com) or email [info@configuresoft.com](mailto:info@configuresoft.com).**

