



**SUNGARD**

SOFTWARE COMPANY

Customer  
Success  
Story

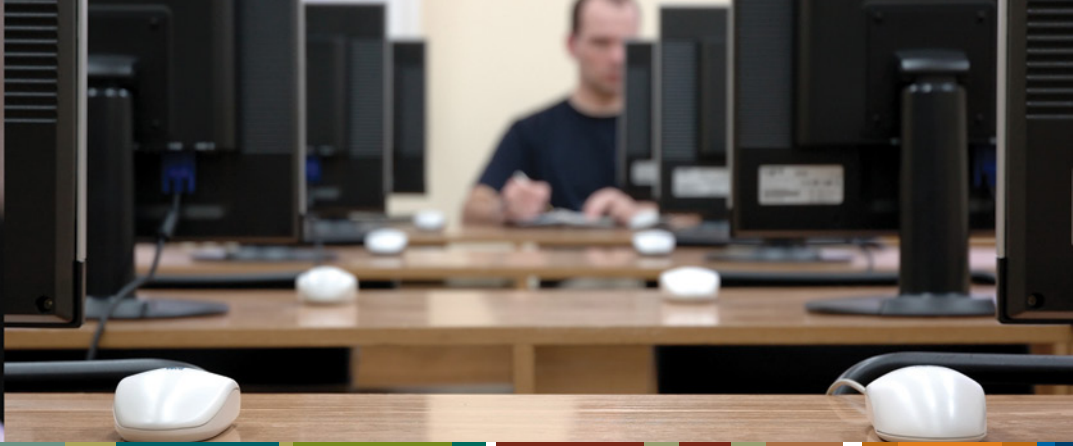
## SOFTWARE COMPANY MAINTAINS AVAILABILITY BY TESTING ITS IT SECURITY WITH SUNGARD

### CHALLENGE:

To help ensure the continuous availability of its information, a software company needed to evaluate its IT security top-to-bottom, in the context of industry best practices and regulatory requirements.

### SUNGARD SOLUTION:

Subject the company's systems to full penetration test and measure them against SunGard's proprietary model for Information Security, including 50 discrete areas of evaluation and overall scores.



A mid-sized software company had always devoted significant resources and energies to ensuring its systems' security. It was a business imperative. The company offers enterprise-level software and services and provides hosting services to as many as two-thirds of its customers.

So this is why, as part of an effort to provide even better service to its customers, the company began looking for a way to evaluate its security under severe stress.

#### TRUST, BUT VERIFY

"We were being proactive," says the company's Systems Director. "We wanted to ensure that we were using best practices, to find out what was effective and what wasn't, and to be able to verify to our customers what we were doing to protect our systems."

The software firm houses over 500 production quality servers and approximately seven terabytes of data in its data center. It supports development and about 500 internal end-users; provides multinational VPN access; and in addition to its North American operations, has offices in Asia and Europe. On the back end, the company supports an additional 2,000 servers.

In other words, the firm isn't the type of operation that would escape the notice of people interested in causing trouble.

"We see attacks all the time," says the company's Information Security Manager, "but we have security systems in place that routinely repel these attacks. Over the years, we've hardened our facilities with security patches, O/S patches, firewalls, and so forth.

We realize there's no single magic bullet – we have to cover lots of ground. Security really is a full-time job."

The company recognized that passing a demanding security audit is virtually a requirement for its core business.

With the overall number of attacks on the Web increasing at geometric rates, customers increasingly are demanding proof of security from vendors, and it was in pursuit of this proof that the software company turned to SunGard.

"Originally when we thought of SunGard, we didn't think of security," the Systems Director says, "but we felt that because of our excellent Information Availability relationship, SunGard would be an outstanding choice."

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## FINDING A SOLUTION

SunGard met with the company’s security representatives to discuss the scope of the project. “We told SunGard our needs and described a couple of scenarios,” says the company’s Systems Director. “They came in and performed a complete review of our internal procedures. SunGard was extremely thorough. They talked to almost every business department in our organization.”

SunGard measured the client’s information security performance against ISO 17799, a comprehensive set of controls comprising internationally recognized best practices in information security, as well as against its own proprietary model.

SunGard’s model has five practice areas: policies, procedures, and regulatory compliance; architecture and project management; access control and organizational skills; awareness education and training; and exposure analysis and metrics.

There are 10 components reviewed in each of the five practice areas, enabling SunGard to give the customer an overall model score, which tells how strong the program is in relation to best practices. SunGard can also break that overall score into one for each of the five practice areas.

Part of the evaluation involved a penetration test that included some targets provided by the software company.

“The scope and breadth of SunGard’s penetration test was impressive,” the company’s Systems Director says. “When we finally heard the results, they were very positive, which is something we were very proud of.”

SunGard found that the client’s overall preparation, which was excellent, could be made even better by producing documentation of what they were doing. This documentation could include line-by-line descriptions of how employees were supposed to handle events – descriptions the IT staff and other employees throughout the company could use to understand their roles and responsibilities. The company also could benefit from producing a document that would help describe its security program to customers.

“SunGard provided very useful and detailed feedback,” says the Systems Director. “We talked about where we stood and how we could improve, and we developed an action plan based on that feedback. Now we’re going through that action plan. I feel strongly that the practice SunGard had for us was very thorough and that it was customized to fit our business needs. SunGard’s security people and methodology and protocol – all aspects of the engagement – were very impressive.”

## About SunGard Availability Services

SunGard Availability Services provides disaster recovery, managed IT, information availability consulting services, business continuity management software to over 10,000 customers in North America and Europe.

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