



Confidence in a connected world.



CUSTOMER SUCCESS

GE.SI.ass. s.c.a.r.l.

Complying with Some of the Most Stringent Security Regulations in Europe

“Garante Privacy.” It’s a phrase on the agenda of most Italian organizations, calling on them to maintain rigorous data privacy. So how did GE.SI.ass, a technology services provider to two of Italy’s leading insurance companies, react to this new data protection and compliance law? It standardized on an integrated set of Symantec security solutions. Replacing a fragmented portfolio of Trend Micro and Kaspersky security tools, the Symantec solution is protecting insurance data, reducing risk, and demonstrating compliance to the Italian authorities in charge of Garante Privacy. Tight alignment between GE.SI.ass. data security policies, together with automated security management, have also helped increase security administration productivity by 40 percent and reduce the total cost of security management.

Ensuring insurance data is available in a secure, compliant manner

Look beyond the curious acronym and you will see one of Italy’s most ambitious and innovative technology companies. GE.SI.ass (Gestione Sistemi Informativi ed Elaborazione Dati Assicurativi, or “management information systems and data processing for insurance providers”) is owned by and provides technology services to two of Europe’s leading insurance companies, Helvetia and Nationale Suisse Italy.

The consortium of insurance companies that owns GE.SI.ass has common concerns when it comes to data security. Both Helvetia and Nationale Suisse Italy rely on GE.SI.ass to ensure their insurance data is available around the clock in a secure, compliant manner. Until recently, however, GE.SI.ass was using a fragmented assortment of server and endpoint security solutions: a Trend Micro solution to support security among 25 physical servers and 200 virtual machines, and a Kaspersky solution to protect the 500 endpoints.

Traditionally, the focus had been on protecting systems from viruses and similar threats. However, as the security threats widened to embrace emerging trends, such as Trojans and zero-day attacks, GE.SI.ass needed to cast its security net more widely. The two existing and separate security solutions were satisfactory for virus protection, but lacked the flexibility and functionality to address the newer threats.

ORGANIZATION PROFILE

Website: www.gesiass.it
Industry: Technology
Headquarters: Milan, Italy
Employees: 55

SYMANTEC SOLUTIONS

Endpoint Security
Messaging Security

Why Symantec?

- Reputation, experience, and integrated product portfolio
- Broad range of functionality
- Knowledge learned at Symantec Vision customer event

Garanty Privacy—a game—changing data privacy law

The other cloud looming large on the horizon was the new Italian data protection and compliance law, namely Garanty Privacy. New rules from the Garante (Italy's personal data protection watchdog) are coming into force, including a requirement for all private companies and public bodies to ensure that their data is secure from threats. Rigorous IT security reporting procedures must also be adopted to ensure compliance with organizational, technical, and security provisions. The challenge for organizations like GE.SI.ass is to comply with the demands of Garanty Privacy, without locking systems down to such an extent that it compromises and delays the day-to-day activity of end users.

Gianbattista Caragnini, chief of facilities management, GE.SI.ass provides more clues about why the two separate security tools were swapped in favour of a unified Symantec security solutions. "We were conducting a major technology consolidation program, and it made most sense to standardize on a single security solution to protect all current and emerging threats," he says. "Compared with the Trend Micro and Kaspersky solutions, Symantec™ Endpoint Protection offered the broad range of functions we were looking for. A visit to the Symantec Vision event also convinced us that Symantec has the pedigree, the experience, and the integrated product portfolio to meet just about all our IT security needs."

Endpoint Protection is being used to support antivirus and firewall protection across the company's 500 endpoints, 70 physical servers, and 200 VMware virtual servers. It effectively stops determined new and unknown attackers, however devious, before they penetrate the GE.SI.ass network with threats like malware, zero-day attacks, or Trojan threats. Symantec technology scores both the behavior of unknown applications, enhancing detection and reducing false positives without the need for Caragnini and his team to create rule-based configurations. The Symantec Global Intelligence Network also provides the Italian IT service provider with a 360 degree view of the entire Internet threat landscape, resulting in actionable protection and peace of mind against evolving attacks.

SOLUTIONS AT A GLANCE

Key Challenges

- Adhere to Italian compliance laws and regulations (Garante Privacy)
- Replace two fragmented and limited IT security solutions
- Reduce the cost of security administration

Symantec Products

- Symantec™ Endpoint Protection
- Symantec™ Network Access Control
- Symantec™ Mail Security for Domino
- Symantec™ Security Information Manager

Symantec Services

- Symantec Consulting Services

Technology Environment

- Endpoints: 500
- Hardware: 70 physical servers and 200 VMware virtual servers
- Operating systems: Microsoft Windows 7 and Windows XP, Windows Server 2003/2008, Linux 5.4
- Applications: Microsoft Office 2007, SAP, Lotus Notes, RUMBA

BUSINESS RESULTS AND TECHNICAL BENEFITS

Compliance

- Reduced risk, demonstrated compliance, and protected insurance data
- Enforced policies to prevent data leaving the organization
- Enabled alignment with corporate data security policies

Security

- Stopped 99% of spam while making less than one false positive for every million messages
- Introduced unified solution for discovery, monitoring, and protection of confidential data
- Controlled contractor access to corporate network

Efficiency & Productivity

- Increased security administration productivity by 40%
- Reduced total cost of security management
- Automated delivery of compliance evidence to regulatory authorities

Real-time email protection against Domino viruses, spam, spyware

Alongside Endpoint Protection and as an added means of compliance-based IT security, GE.SI.ass has implemented Symantec™ Mail Security for Domino. This gives the company real-time protection for email against viruses, spam, spyware, phishing, and other attacks. Powered by Brightmail technology, Caragnini estimates that the Symantec solution stops 99 percent of spam in the Domino environment, while making less than one false positive for every million messages. Plus it is easy to install and simple to administer. He's pleased by the results so far. "We're extremely impressed that Mail Security stops 99 percent of spam,"

"A visit to the Symantec Vision event also convinced us that Symantec has the pedigree, the experience, and the integrated product portfolio to meet just about all our IT security needs."

Gianbattista Caragnini

Chief of Facilities Management
GE.SI.ass

“We’re extremely impressed that Mail Security stops 99 percent of spam.”

Gianbattista Caragnini

Chief of Facilities Management
GE.SI.ass

says Caragnini. “The messaging security solution complements the other layers of protection we have introduced, preventing the spread of Domino-borne threats internally and minimizing disruption to our two clients—Helvetia and Nationale Suisse Italy.”

The integrated security solution has one other benefit: it makes the team more efficient in their day-to-day operations. “We estimate that the endpoint and mail security solutions have enabled GE.SI.ass to increase security administration productivity by 40 percent,” says Caragnini.

Symantec™ Network Access Control is also currently being rolled-out to control access to corporate networks and enforce endpoint security policies. Seamlessly integrating with Endpoint Protection, it is a vital instrument in the fight against threats—and in the battle to comply with Garanty Privacy and other compliance legislation. “We have many external consultants working on behalf of the two insurance companies, and Network Access Control allows us to block or quarantine non-compliant devices from accessing the GE.SI.ass network and resources. We can discover and evaluate endpoint compliance status, provision the appropriate network access, and provide automated remediation. It’s extremely useful in reducing the spread of malicious code and checking endpoint compliance.”

Symantec Consulting Services: valuable knowledge and expertise

Symantec Consulting Services will shortly be called upon to do a penetration test on the GE.SI.ass network to determine how effective the implementation is. “What Symantec Consulting Services don’t know about technology security isn’t worth knowing. We will be relying on their valuable knowledge and expertise to verify the installation and confirm to the auditors that our system meets the Italian compliance regulations.”

It doesn’t stop there. In a further step to meeting the demands of Garante Privacy, GE.SI.ass also has plans to introduce Symantec™ Security Information Manager. This will provide rich insight into security events via log management and incident response. “It’s all about faster, easier reporting,” says Caragnini. “Security Information Manager will automate the collection and delivery of compliance evidence to the regulatory authorities and eliminate the need for customized reporting.”

GE.SI.ass’ customers—Helvetia and Nationale Suisse Italy—can both remain confident that when it comes to IT security and meeting compliance requirements, GE.SI.ass has both insurance companies covered.

“The endpoint and mail security solutions have enabled GE.SI.ass to increase security administration productivity by 40%.”

Gianbattista Caragnini

Chief of Facilities Management
GE.SI.ass