Mtel Implemented FUDO PSM to Monitor Remote-access Connections to Corporate Servers and Improve Information Security

As one of three national telecom operators in Bosnia and Herzegovina, Mtel offers unique communication solutions to 1.800.000 loyal customers. In the more and more dynamic B&H market, this company offers the newest telecommunication services in the field of telephony, landline network, internet and data transfer.

Inability to track remote access support services and system administrators

Mtel faced challenges mainly concerned tracking remote access activities and activities of in-house system administrators. The Company implemented ISO/IEC 27001 standard and needed a tool to implement controls regarding remote access and at the same time to automatically document system administrator activities.

At a glance, this could be seen as a simple problem to solve, nonetheless usually system administrator and third-party expert activities are often documented and tracked in a poor way which could impact Company's information security and business continuity.

How FUDO PSM empowers Mtel

The Wheelsystems FUDO PSM was the first choice for addressing described challenges. In particular, FUDO PSM was chosen due to sensitivity of the information managed by the company and the need to protect it being the priority for the Mtel Department for Security.

The FUDO PSM with its "man-in-the-middle" architecture fit perfectly to the requirements because any installation of additional software or configuration of existing servers was not an option. The second decisive factor for choosing the FUDO PSM selection was simplicity of the configuration and local support provided by the Wheelsystem's partner InfoExpert.

The bottom line

The main advantages of the FUDO PSM deployment at the Mtel are: the implementation scenario as "man-in-the-middle" without the need for any client software installation on tracked devices, ability to join and co-work in remote sessions using only internet browser, support for various remote access protocols, recording sessions as raw network traffic meta data, user friendly management interface and simple licensing model.

Challenge
Monitor and document system administrator and third-party expert support activities

Solution
Wheelsystems FUDO PSM was chosen due to sensitivity of the information managed

Results
The FUDO PSM is implemented with its "main-in-the-middle" architecture without installation of additional software or configuration of existing servers

Main advantages of the FUDO PSM implementation identified at Mtel are:

- Implementation without any configuration of tracked devices

- Ability to co-work in remote sessions using only internet browser

- Support for various remote access protocols

- Recording sessions as raw network traffic meta data

- User friendly management interface and simple licensing model

Mtel engineers recognized FUDO PSM as a unique solution in the market that perfectly fit their needs and addressed information security challenges regarding remote access and documenting work of system administrators.

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