

Safety and Certainty for all Remote User Access at Elektrotim

Case Study

Elektrotim



Industry: Utility & Construction
Founded: 1998
Employees: 241
Headquarters: Wrocław, Poland
Website: www.elektrotim.pl

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Przemysław Jasiński
IT Department Manager

Challenge

ELEKTROTIM S.A. makes electrical systems and automatic systems for the construction industry. With a core corporate philosophy of “safety, certainty and high standards,” Elektrotim offers a variety of products and services that includes electrical systems and networks, electrical switchgears, industrial and power engineering automation and traffic engineering.

As part of their commitment to safety and certainty, the company maintains ISO 27001 Certification, which focuses on Information Security Management Systems (ISMS). To fulfill their compliance requirements, ELEKTROTIM immediately recognized the need to monitor and log the activities of external users who access their network. This was of particular importance given the fact that their mission-critical ERP platform was managed by an external service provider. “Implementation of this product has been dictated, to prevent any possible problems with third parties having access to our IT system,” commented Przemysław Jasiński, ELEKTROTIM’s IT Department Manager.

Solution

To avoid potential risks associated with this threat, ELEKTROTIM SA tested solutions from different vendors. In 2009, ELEKTROTIM SA chose ObserveIT. Implementation involved installing monitoring software on standard corporate and terminal servers. ELEKTROTIM SA chose ObserveIT because of its functionality and flexibility. “Our choice was ObserveIT because the method of recording user sessions (screenshots, plus text of typed commands), full indexing of session recordings, easy searching and their relatively small size of recorded sessions, which allow longer storage time,” said Mr. Jasinski.

The ability to verify the behavior of third parties in the ELEKTROTIM SA system allows the Company to ensure that it meets its obligations to comply with applicable safety information.

Benefits

- > Secure logging of all access to the system by remote connection
- > Fast access to the logs during the examination of each incident