

Customer Case Study



Fiserv

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Eric Hussey, Security Manager, Fiserv Enterprise Technology

Product:
ArcSight Logger

Industry:
Financial Services

Fiserv Business Challenge

Fiserv needed a fast and efficient log management solution that could quickly identify and resolve problems on its network. It also needed a cost-effective solution that would allow it to easily search raw data from numerous sources for auditing and investigative purposes.

Before ArcSight Logger, Fiserv was using an outmoded log aggregation system that lacked the enterprise features the company required, such as robust reporting, role-based access and real-time correlation. The system simply could not meet the needs of the business.

When issues arose, it took far too long to query log data and gain visibility into the network.

“Our network operations group needed a better way to troubleshoot problems,” says Eric J. Hussey, a Security Manager at Fiserv Enterprise Technology, the IT services arm of Fiserv. “We really wanted a log management system that could come and fill the void.”

The ArcSight Solution

Fiserv was already running ArcSight ESM, so when it came to selecting a new log management system the company

Customer Brief:

Fiserv, Inc, a Fortune 500 company, provides information management and electronic commerce systems and services to the financial and insurance industries. Headquartered in Brookfield, Wisconsin, the company is the leading provider of core processing solutions for U.S. banks, credit unions and thrifts. Fiserv was ranked the largest provider of information technology services to the financial services industry worldwide in the 2004, 2005 and 2006 FinTech 100 surveys.



knew exactly where to turn. It was able to implement ArcSight Logger in less than a week and with almost no training.

“Our security team was extremely comfortable with ArcSight ESM, so going with ArcSight Logger for log management was a no-brainer,” says Don Patterson, Network Security Analyst at Fiserv Enterprise Technology.

He adds that the interoperability between the two products was a huge selling point for Fiserv. For one thing, it meant that the integration could be completed, without the need for extra support services, customized coding or anything out of the ordinary.

Almost immediately, Fiserv was able to collect event data from more devices, including firewalls, IDS/IPS systems, routers and databases, dramatically increasing the effectiveness of its log management efforts.

The ArcSight Impact

Thanks to ArcSight Logger, Fiserv has seen its average problem resolution time drop significantly.

“Now, if a router is down or a firewall rule is blocking traffic that needs to get in, information is readily available to our network operations team,” explains Eric Hussey.

“They don’t need to scramble to identify the problem. They can simply look at the event data in ArcSight Logger and instantly understand what is happening.”

The effectiveness of ArcSight Logger also means that Fiserv can better optimize its workforce and not waste precious time and

resources trying to fix problems because they can now be addressed by a single network operator. And, because ArcSight Logger is so easy to use, it does not require high-priced network analysts with highly-specialized expertise to run the system.

On the compliance front, ArcSight Logger has made it possible for Fiserv to quickly sift through terabytes of log data and isolate the events needed to support ad-hoc audit requests and forensics investigations. “Even with an auditor sitting by our side, we can go back to an exact point in time and quickly find the evidence we need,” says Hussey. “That’s a big improvement over other products where you hit the search button and no data comes back.”

ArcSight Logger is also providing Fiserv with cost-effective storage. Each ArcSight Logger appliance is equipped with four terabytes of secure, onboard storage, which can increase to 35 terabytes depending on log data compression rates. “Not only does ArcSight give us the ability to manage our storage based on compression levels, we never have to worry about offline storage,” says Hussey. “The system is scalable, so if we ever need to extend our storage capabilities, we can simply purchase more Logger appliances and connect them in a grid-style computing architecture.”

Overall, Fiserv believes ArcSight is a very solid technology vendor. “We’ve received great help from ArcSight and its professional services team,” raves Hussey. “ArcSight really understands our business needs and knows what will work and won’t work for our organization. This is a level of service we haven’t experienced anywhere else.”

Impact Highlights:

- **Fiserv was able to significantly lower its average problem resolution time**
- **ArcSight Logger made it possible for Fiserv to quickly sift through terabytes of log data and isolate log events needed for compliance**
- **ArcSight Logger provides extremely scalable and cost-effective storage**

About ArcSight:

ArcSight, an HP company, is a leading global provider of cybersecurity and compliance solutions that protect organizations from enterprise threats and risks. Based on the market-leading SIEM offering, the ArcSight Enterprise Threat and Risk Management (ETRM) platform enables businesses and government agencies to proactively safeguard digital assets, comply with corporate and regulatory policy and control the internal and external risks associated with cybertheft, cyberfraud, cyberwarfare and cyberespionage. For more information, visit www.arcsight.com.



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