CUSTOMER SUCCESS STORY

Global Custody Bank Strengthens Audit Controls

Strengthens audit controls with Tufin intelligent, governed policies

Who they are: A global custody bank and asset servicing provider serving institutional investors worldwide, operating a regulated multi-vendor firewall estate across multiple regions with a substantial and growing cloud footprint.

2,000
Cloud VMs inside the regulated audit perimeter ✓

ServiceNow
Governed change through the existing approval path ✓

8yr
Compounding governance across regions and platforms ✓

INDUSTRY	ESTATE	COMPLIANCE	TUFIN
Financial Services · Custody & Asset Servicing	Multi-vendor firewalls, multi-region, cloud, Zscaler	NIST · ISO 27001/27002 · PCI-DSS · SOC 2	Connectivity Graph · SecureChange+ · SecureApp · ServiceNow

The Challenge

Custody banking is among the most heavily regulated activities in financial services. Every policy change needs an audit trail, every access path needs justification, and evidence must be available continuously rather than assembled before an examination. Across a multi-region estate spanning Check Point, Cisco, and Palo Alto platforms, a fast-growing cloud footprint, and a new Zscaler rollout, the burden was not only executing change correctly but continuously demonstrating that every path in the environment was justified.

Why Now

With a 2,000-VM cloud expansion and a Zscaler rollout landing in the same period, standing up parallel controls would have created new evidence gaps precisely where regulators look hardest. Extending the existing governed model, with continuous risk assessment across the combined estate, was materially more defensible.

Strategic Goals

- Bring 2,000 cloud VMs and the Zscaler edge inside one regulated governance and evidence perimeter
- Move from periodic audit preparation to continuous risk assessment and policy validation
- Keep change governed through the ServiceNow approval path auditors already trust
- Maintain consistent policy assessment across multi-vendor, multi-region enforcement points

Why Tufin

› The Dynamic Network Connectivity Graph models actual connectivity across multi-region firewalls, cloud, and the Zscaler edge, so access-path justification derives from the live environment rather than being reconstructed from configuration

› Continuous policy validation and risk assessment replace point-in-time review, so compliance posture is known at all times rather than established retrospectively

› Policy intelligence recommends the least-permissive viable change, helping engineers choose defensible actions rather than merely executing requested ones

Solution Deployed

Tufin governs policy across the bank's multi-region, multi-vendor firewall estate, a 2,000-VM cloud expansion, and the Zscaler edge under a single model. The connectivity graph underpins continuous policy validation and risk assessment, while change and approvals run through the established ServiceNow integration and compliance evidence is generated continuously across the combined environment.

Business Outcomes

✓ **Regulatory confidence, continuously evidenced**
Compliance posture is assessed continuously against internal baselines and external frameworks, replacing pre-examination scrambles with evidence that is always current.

✓ **Consistent governance across multi-vendor, multi-region, cloud, and SASE**
One policy model spans every enforcement point rather than each domain being governed and evidenced independently, removing the seams where audit findings originate.

✓ **Expansion without new control gaps**
2,000 cloud VMs and the Zscaler edge entered the environment inside the existing governance perimeter, so growth did not create new areas of unproven control.

✓ **Defensible decisions, not just approved ones**
Policy intelligence surfaces the least-permissive viable option with its risk implications, so engineers and auditors see why a change was right, not only that it was authorised.

More Secure Together

In a regulated institution the hard part is not adding a control, it is proving continuously that the control is governed. Running Zscaler inside the same intelligent policy model and ServiceNow workflow that already covered the firewall estate meant the SASE rollout arrived audit-ready, with its access paths modelled and justified from day one.

ABOUT TUFIN

Tufin helps enterprises govern and secure connectivity across today's complex multi-vendor networks. As the leader in network security posture management, Tufin provides the trusted control layer organizations need to understand exposure, measure segmentation effectiveness, automate policy changes safely, and maintain continuous compliance across on-premises, cloud, SASE, microsegmentation, and hybrid environments. Built on customer-proven network automation playbooks and the industry's only Dynamic Network Connectivity Graph, Tufin is bringing Multi-Vendor Agentic Network Security to the enterprise, helping organizations move from visibility to governed, AI-driven action.

To learn more, visit www.tufin.com.