

Case Study

Global Professional Services Organization Uses Tufin SecureTrack and SecureChange for Network Security Transformation

This Tufin customer is one of the “Big Four” professional services organizations with over \$50 billion in annual revenue and 300,000+ employees worldwide.

Digital Transformation to Support Future Business Models

Challenge I: increasing the speed of change requests while improving security posture

The firewall management services team is on a digital transformation journey, as are so many network and security teams today. This specific initiative required consolidating management and control of security policies across the organization to improve their overall security posture, while accelerating the provisioning of network changes. These common needs, for improved security and agility, are traditionally at odds and continue to create challenges network-wide. For the last two years, the team has been using Tufin SecureTrack to achieve visibility of their security policies across the company’s 200 internal corporate firewalls. As part of this initiative, they need to incorporate an additional 600 firewalls controlled by subsidiary business units, into their management scope.

With a keen awareness that their security posture was only as strong as the weakest policy, the team could not add these 600 firewalls to their network without ensuring that every firewall had compliant policies. They defined an initiative to audit each subsidiary firewall, plus the existing 200 firewalls under management, to ensure there were no shadowed or redundant policies, and full compliance. They projected the audit would require 9 months to complete, and multiple FTEs. What’s more, they had neither bandwidth nor budget for such a project of this size or scope.

Challenge II: Receiving complete network access requests and scaling provisioning

On a daily basis, with all 800 firewalls under management, the team was (and still is) inundated with a high volume of change requests – over 11,000 annually. Managing these requests manually not only required considerable time and resources, but it increased the possibility of misconfigurations (leading to re-work). To add to this challenge, the requesters, developers and app owners, are often not familiar enough with the network configuration to include all the information required to provision the connectivity. This meant that tickets were not always accurate or complete, making it exceedingly difficult for the team to complete the tasks at hand. With incomplete information, the team’s output was hampered. The head of the firewall management services team explained “we need to be able to be good at our job.”



BUSINESS IMPACT

- Unified policy across 800 firewalls spanning all subsidiaries worldwide
- Streamlined and automated process to manage 11,000 access change requests/year
- Saved 1400 person-hours and over \$300k cleaning and consolidating firewall policies
- Decreased change request SLA’s 60%
- Eliminated re-work due to manual errors
- Enhanced cross team coordination through ticketing system integration

The team found themselves having to help the requesters define their rule requests, which added to the time required to make the required changes.

Overall, for consolidation, the team required an automated method of auditing policies for compliance, shadowing or redundancy. For on-going management, they needed to improve collaboration and share responsibilities with developers and app owners. They sought a solution to reduce the possibility of errors and help manage the high volume of monthly requests; they sought a solution to make changes more efficiently and accurately.

High volume of access change requests – over 11,000 per year

Why Tufin?

The head of the firewall management services team had experience with Tufin, knew they were the industry leader and knew the product well. The team still completed a Proof of Concept. The POC quickly demonstrated the product’s multi-vendor management, visibility, automation, compliance support, and API integration capabilities: the set of capabilities required to solve the team’s challenges.



Tufin was known by the firewall management team as the industry leader

Results

Consolidation: Significant improvement in time, costs, and accuracy

Using Tufin SecureTrack and SecureChange the team successfully completed the consolidation project in 3.7 months. Originally estimated to require 9 months, Tufin saved 1,400 man hours, representing \$300k savings over the projected costs without Tufin. During the 3.7 month consolidation, the team eliminated thousands of redundant and obsolete rules.

Automation saved 5.3 months and over \$300k for security policy optimization initiative

Daily Operations: Enhanced scalability, speed, and security

Since deploying Tufin, so far to just a handful of their over 140 regions, the team witnessed a 10% boost in efficiency and productivity. In addition to decreased time coordinating with member sites, the firewall management team has eliminated re-work from unneeded requests. Prior to Tufin, a request for a redundant rule would have to go through the entire planning, risk analysis and approval process. An engineer would only discover it was redundant when trying to implement it. Now, with Tufin, redundant rules are identified automatically prior to the provisioning workflow. Headcount increases will no longer be required. When the Tufin Orchestration Suite deployment is complete, the team predicts they will be able to decrease their SLA from 5 to 2 days, with many changes completed in minutes.

Projected headcount increases are no longer required

As a global organization, this consulting and auditing firm requires a unified security posture, and Tufin SecureTrack and SecureChange delivered. With centralized visibility and a unified policy across the entire organization, they were also able to better secure the perimeter and reduce the attack surface. In addition to achieving improved response times and improved security, with Tufin’s API integration the user experience remains the same. Users do not need to change their processes, they still access the same form in Service Now for a change request.

“ ROI on our Tufin investment has been great. It was, and still is being, driven by productivity gains, reduction of re-work from manual errors and automated coordination across teams.”

—Head of the Firewall Management Team

Today’s network and security teams are tasked with finding the balance between speed and security. Their customers need access granted, quickly, and without mistakes. Tufin’s robust, centralized multi-vendor platform enables teams to ultimately improve security posture, while decreasing risk and increasing the speed of delivery.

The screenshot shows the Tufin SecureChange interface with a 'WORKFLOWS' section. It lists several templates and active workflows:

- Access Request Template:** Use this workflow to request access to a system/subnet.
- Group Change Template:** Use this workflow to request adding or deleting objects from a group object.
- Generic Template:** Use this workflow for generic requests.
- Remove Access Template:** Use this workflow to request removal of access to a system/subnet.

Active workflows listed include:

- Clone Server Policy Request
- Firewall Change Request Workflow
- Fully automated Firewall change request
- Group Modification Workflow
- Rule Decommission/Disable Flow
- Rule Modification Workflow
- Rule Recertification
- Server Decommission Request
- Snow Integration Access Request

A callout bubble on the right states: "Improve business processes by automating the most frequent firewall management use-cases".

Screenshot of the Tufin Orchestration Suite (TOS) showing the 9 different automation workflows TOS supports which help improve productivity and efficiency of network operations teams.

About Tufin

Tufin (NYSE: TUFN) simplifies management of some of the largest, most complex networks in the world, consisting of thousands of firewall and network devices and emerging hybrid cloud infrastructures. Enterprises select the Tufin Orchestration Suite™ to increase agility in the face of ever-changing business demands while maintaining a robust security posture. The Suite reduces the attack surface and meets the need for greater visibility into secure and reliable application connectivity. With over 2,000 customers since its inception, Tufin’s network security automation enables enterprises to implement changes in minutes instead of days, while improving their security posture and business agility.

