

# T-Mobile D

## HP Enterprise Security Customer Case Study

**“ArcSight ESM, with its state-of-the art technology and ease of scalability, is the key element for our T-Mobile D Operations Security Cockpit, as it answers the challenge of identifying quickly the relevant security threats.”**

—R.Kopp, VP, T-Mobile Operations Risk Management



### Customer Brief

T-Mobile is one of the world's leading mobile operators. As one of the three Deutsche Telekom strategic business areas, T-Mobile serves more than 119 million (end of 2007) customers in Europe and the U.S. mobile markets and has more than 320 roaming partners represented in over 130 regions worldwide (as of June 2007). With 36 million customers (end of 2007), T-Mobile D is the market leader in Germany.

Established in July 1993, it has since positioned itself as one of the largest international mobile communications carriers. It was the first to operate a trans-Atlantic mobile network based on GSM (Global System for Mobile Communications), the world's most successful digital wireless standard. T-Mobile subsidiaries and affiliates were among the first operators worldwide to use future-oriented technologies such as GPRS, UMTS (3G) and W-LAN.

### Product(s)

- ArcSight ESM

### Business Benefits

- Provides T-Mobile with the ability to control, monitor, respond and adapt to threats in real time
- Releases T-Mobile technicians from hours of low-level, manual analysis, allowing them to concentrate on safeguarding operational security
- Supports T-Mobile in adhering to regulatory compliance, particularly Sarbanes-Oxley



### The T-Mobile Challenge

T-Mobile D previously had no common enterprise security management (ESM) solution within their Mobile Network, instead relying on multiple point solutions being monitored manually by disparate teams. The challenge was in finding a solution that was not only an overall monitoring system, but one that provided proactive protection and a single view of all security events in real time. Furthermore, with insider threats being a growing concern across all industries, T-Mobile wanted a proven solution that mitigated this particular danger with sophisticated analytics.

“We wanted a solution that automated our processes and allowed us to do far more than just monitor security events. A significant challenge of ours was the upgrade we were undertaking to NGN (Next Generation Network), which dictated the need for IP-based security,” says T-Mobile Operation Security Management. T-Mobile, to be fully SOX-compliant, needed a solution that would help achieve this more efficiently within the operational security area.

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### Industry:

Telecommunications



## The ArcSight Solution

T-Mobile carried out intensive research into viable solutions with the help of reseller T-Systems, and following a testing period with several potential vendors it selected ArcSight ESM. "ArcSight was the only vendor whose solution met all our strict criteria in the trial period. It integrated well with our current different technologies, supporting existing products and offering ongoing flexibility for future developments and expansion. Among other highlights, it had the best/most out-of-the box rule and recording engines, and provides us with predefined, automated filtering and correlation capabilities that we had not had before," says Head of T-Mobile Operation Security Management.

The solution's comprehensive correlation and reporting capabilities were significant factors, allowing T-Mobile to process and correlate millions of security anomalies/events, enabling effective threat prioritization, reporting and remediation.

"We began working with ArcSight in September 2006 – piloting was started at the end of the first quarter in 2007 and implementation completed by the end of the second quarter," adds T-Mobile Operation Security Management. "The high percentage of out-of-the box ArcSight technology elements, along with the excellent service received during implementation from ArcSight and reseller T-Systems, allowed for a very quick and easy jump from prototype to pilot, without spending too much time for individual training and configuration efforts."

The capability of the solution to support SOX-compliance was also an important feature to T-Mobile. During the testing, ArcSight ESM has already been able to reduce the SOX-relevant incidents from thousands down to tens by integrating a configuration management database naming the SOX-relevant assets.

## The ArcSight Impact

ArcSight ESM delivers T-Mobile at this first step with a centralized view of Germany-wide events across diverse infrastructures of the management network. The mobile communications operator now has real-time and historic views of external attacks, insider threats and regulatory compliance, providing the intelligence and response capabilities required to effectively protect and manage its network and mitigate business risk, giving its customers peace of mind.

T-Systems ES (Enterprise Services) has also now put in place a solution that arms T-Mobile with the intelligence and response capabilities to effectively maintain and demonstrate compliance with regulatory requirements.

"The broad oversight that ArcSight ESM provides, along with the automated correlation capability, is generating distinct advantages. We now have within our 'operations security cockpit' a comprehensive security platform that enables us to discover risks, correlate relevant information, assess vulnerabilities and communicate compliance to stakeholders and customers," says T-Mobile Operation Security Management. "This automation obviously brings massive business benefits just from a time savings alone, making us so much more efficient. We also now have an early warning system for detecting suspicious activity that could be an insider threat."

Through ArcSight ESM, T-Mobile D is recognizing significant risk mitigation efforts. Personal productivity has sharply increased through the automation aspects of the solution, resulting in quick response and stability.

"We recommended ArcSight ESM to T-Mobile following the testing stage, which proved the leading-class status of the solution. All businesses face a wide range of threats – from external attacks to malicious insiders and compliance breaches. ArcSight ESM guards against them all," says Ralf Toigo, Product Manager at T-Systems. "The partnership with ArcSight enables us to deliver a security management solution that fits the needs of our enterprise customers. The beauty of the partnership is that not only is ArcSight ESM best-of-breed, but we also receive fantastic support and help from ArcSight."

