IMlogic

Security Challenge

Need to ensure security of internal infrastructure by gaining control over Instant Messaging (IM) use within the organization. Minimize security risks associated with this form of communication.

Solution

An enterprise-class IM management solution using IM Manager 5.0, MSN Messenger and SQL server databases on 30,000 desktops in multiple geographical locations.

Why IM Manager?

Leveraging existing business-critical IM communication solutions while ensuring security. Minimizing costs while providing stability and scalability.

Key Benefits

Ensuring system security with minimal impact on existing IM solutions; Scalability for installation on 30,000 desktops worldwide.

Configuration

- *30,000 users*
- *IMlogic IM Manager*
- *7 Windows 2000 Servers (with MSMQ enabled)*
  - *6 for Public IM Traffic Management*
  - *1 for Compliance Review Application (IIS & ASP)*
- *2 SQL Server Databases configured for redundancy*
- *Active Directory*

IM makes it possible
IMlogic makes it work

Leading Computer Manufacturing Firm Hit With "Slammer" Virus

Results In High Priority IM Management Solution Investment

"The IMlogic solution gives us the ability to allow access to the public instant messaging services in a controlled, logged, and auditable fashion.

— Director of IT Security

Anticipated to grow to 1.4 billion corporate accounts by 2007, Instant Messaging (IM) is currently one of the fastest growing communication mediums of all time. Two reasons can be given to explain this rapid growth. First, the real-time functionality and ease-of-use of IM increases the speed and efficacy of on-line communication. Secondly, the low cost barrier of obtaining IM – with three major client networks MSN, AOL and Yahoo! offering the functionality for free – has lead the movement of using IM on the desktop from merely a means of chatting with friends to a business-critical communication tool.

This Computer Manufacturer was no exception. Many "unofficial" IM client accounts were already in use in daily business transactions. IM use within this enterprise proliferated through grass roots adoption, devoid of the IT and security concerns factored into the deployment of all other business systems. The adoption of IM exploded as employees recognized the productivity-enhancing benefits of this real-time communication tool. While the IT department was aware of the security risks associated with IM, little could be done to minimize these risks without a managed IM infrastructure.

The need to gain control over IM use in the organization was exacerbated when an attack of the Slammer virus was traced to IM use. "We got a wake up call when a virus hit our network that was tracked back to an IM file transfer. We knew that we needed to invest in an IM Management infrastructure but were adamant that our technology selection would provide solid security and give us a platform for decreasing risk while increasing returns on our investment," said the organization's IT Security Director.

Security and control were not the only factors in the right IM management solution for this company. Scalability and interoperability were also key factors in ensuring the levels of customer satisfaction remained high. Today, this international company operates one of the highest volume Internet commerce sites in the world. The company is increasingly realizing Internet-associated efficiencies throughout its

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Centralized Management & Control

Reliable logging and archiving of all IM traffic, conversation reconstruction, content filtering and keyword searching

Security

File transfer blocking, integrated virus scanning, user and group-level access restrictions, and employee authentication enforcement

Identity Management

Licensed connectivity to the MSN Messenger Service and the ability to provision users with a corporate naming standard on the MSN Messenger network

Visibility

The ability to view usage by employee or department, analyze IM traffic, and monitor peak usage statistics

Support

SLA and enhanced customer support

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business, including procurement, customer support and relationship management. IM naturally fit into this business model and before IT could establish a secure environment to build upon, IM rapidly became part of the company's communication system in both internal and external transactions. To continue to provide the existing service, but reduce the risks associated with this form of communication, the IT department needed to deploy an IM management infrastructure that centrally controlled and secured both internal and external communications over IM, as well as provided the scalability and interoperability to deploy the solution worldwide to 30,000 client desktops.

Securing corporate infrastructure while preserving key existing communication medium

This international Computer Manufacturer chose IMlogic IM Manager to meet its business challenge. The scalable, multi-client, enterprise-class IM management solution enabled the company to establish a secure environment for IM use both internal and external to the organization while embracing the chosen form of internet communication already in use.

Thanks to IMlogic IM Manager, the company was able to preserve an invaluable business communication vehicle while meeting multiple business objectives.

IM management solution key requirements

While developing the strategy for selecting and deploying an IM management infrastructure, the IT department identified the following key requirements:

1) Security Security requirements were stringent and at the forefront of the decision making process. The ability to enable or disable file transfers via IM, and provide virus-scanning capabilities when file transfer is enabled, were key considerations given their experience with the Slammer worm.

2) Identity Management The organization wanted the ability to own its namespace and provision user accounts using standard naming conventions (such as *user@company.com*). Such screen name registration tools ensured that users could not breach security or conduct activities anonymously.

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3) Control The IT department needed visibility into and control over which employees were using IM, how they were using IM, and which networks they were using. The ability to selectively log and archive IM sessions was a requirement as this would help mitigate the legal risks associated with unmonitored business communications and ensure that IM was being used for sanctioned business activities.

Result

The MSN Connect for Enterprises and IMlogic IM Manager solution directly addressed the organizations IM management and security concerns while enabling them to own their domain and control IM account names on the MSN network.

For more information on IMlogic IM Manager, contact IMlogic at *sales@imlogic.com* or visit *www.imlogic.com.*