




Neos Banca

Automating Business Processes to Ensure Security, Compliance, and Disaster Preparedness

A subsidiary of leading Italian financial services provider Gruppo Intesa Sanpaolo, Neos Banca provides consumer financing options to more than four million customers across Italy. The company has more than 1,200 employees who serve its customers through 300 branches, retail locations, and independent agencies.

Neos Banca deploys a multi-vendor IT infrastructure, consisting of approximately 50 servers running varied platforms like Linux, Solaris, AIX, and Windows across multiple locations. In addition to its headquarters in Bologna, Neos Banca operates a disaster recovery location in the Torino headquarters of parent company Gruppo Intesa Sanpaolo.

Neos Banca IT Challenges

- Maintaining a high level of control across a dispersed infrastructure
- Generating comprehensive, up-to-date documentation of all IT systems
- Establishing an automated process for validating and auditing configurations and changes
- Meeting governmental and internal compliance requirements

The Ecora Solution

- Ecora Auditor Professional provides Enterprise Configuration Visibility™ to customers worldwide, ensuring their IT infrastructures are secure, compliant, and effective. Ecora is the market-proven leader in transforming enterprise-wide configuration data into easy-to-understand reports for regulatory compliance and enabling IT best practices. The company's flagship solution, Auditor Professional, provides the only patented architecture proven to automate the collection and reporting of configuration information from the entire infrastructure, without agents.

“Ecora impressed us right from the start. Auditor Professional was surprisingly straightforward and easy to install and use. It enabled us to produce exactly the kind of system documentation we needed right away. We had considered a number of other solutions, but we discovered that they were far more monolithic and complex to install and operate. In the end, they couldn't really provide what they said they could. Ecora Auditor delivers exactly what it promises.”

— **Giovanni Aiello**
Chief Security Officer
Neos Banca

Neos Banca Benefits with Ecora

- Improved information security and greater responsiveness in the event of a disaster by continuously maintaining updated systems documentation
- Increased IT staff efficiency and reduced costs by streamlining the configuration change process
- Able to validate compliance with multiple compliance audits on demand
- Complete visibility into the change and configuration management process
- Increased productivity by allowing IT staff to focus on mission-critical, revenue-generating service offerings

Ensuring Up-to-Date Documentation, Change and Configuration Management, and Control

It is essential for financial services organizations to have a strong focus on security and an effective plan for disaster recovery. Neos Banca is no exception. According to Giovanni Aiello, Chief Security Officer for Neos Banca, the first step to securing the IT infrastructure and ensuring access to critical data even in the face of a natural or man-made disaster is having complete documentation of IT systems. “Ensuring security and disaster recovery has become a priority for Neos Banca over the past several years,” Aiello explained, “and documenting our IT systems manually to establish a recovery guide was inefficient at best. It was also nearly impossible to track and control configuration changes.”

Compounding the problem, Neos Banca was moving its headquarters from Bologna to Torino, causing the organization’s IT infrastructure to become even more de-centralized. “With the relocation of our headquarters, ensuring overall control of all our systems became even more important,” Aiello said. “I began my search for a tool that would automate our documentation, as well as our change management processes, giving us greater control overall.”

“With Auditor Pro, we have a clear way of solving specific issues, including providing system documentation and compliance reporting, with a single tool, so the audit process—even one for an environment as complex as ours—can be greatly streamlined and simplified.”

—Giovanni Aiello
Chief Security Officer
Neos Banca

Proven Technology in a Comprehensive, Easy-to-Use Solution

After evaluating many of the solutions on the market, Neos Banca chose Ecora Auditor Professional.

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straightforward and easy to install and use. It enabled us to produce exactly the kind of system documentation we needed right away. We had considered a number of other solutions, but we discovered that they were far more monolithic and complex to install and operate. In the end, they couldn’t really provide what they said they could. Ecora Auditor delivers exactly what it promises.”

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Prior to choosing Ecora, Neos Banca had also looked to consultants to provide documentation support. “The cost for a consultant to document our IT infrastructure would have been hundreds of thousands of Euros,” Aiello said. “We would have also needed to contend with the cost of updating documentation after changes had been made and whether the documentation would meet our standards, regardless of who compiled it. When we discovered Auditor Professional’s automated capabilities, we realized that our documentation would always be up to date and would always meet our internal standards, regardless of who initiated the documentation process.”

Measurable Results from the Start

Before deploying Auditor Pro, Neos Banca had experienced a series of problems with several of their new Windows servers—and these issues were brought to light during Ecora’s proof of concept. “By looking at the preliminary documentation provided by Auditor Professional, we learned that the network configuration setup on one of our new Windows servers was not correct, causing intermittent problems,” Aiello commented. “In just minutes, Ecora uncovered a problem that we hadn’t been able to find with any other tool. Auditor literally sold itself in that moment. How could we have asked for more?”

Improving Infrastructure Security

Aiello credits Auditor Pro’s extensive reporting capabilities with significantly increasing visibility into IT systems—including added insight into security controls such as permissions and access management. “Before we deployed Auditor Pro, we used another tool designed to provide specific details about Active Directory. It was powerful, but complicated, and while it’s nice to have a tool that can do anything, if it takes too much time to extract information from it, it is really of no use to me,” he explained. “Auditor Pro can deliver extensive information and is much easier to use. In fact, in the first week of working with Auditor Pro, I found a number of things which the more complicated tool hadn’t identified.”

“I will also use Auditor Pro for change management and patch management, important security and compliance issues for us, which we haven’t addressed effectively until now,” Aiello said.

Compliance Support Delivers an Added Benefit

While Neos Banca originally looked to Ecora Auditor Pro to enable effective documentation and to support change and configuration management reporting, the product's ability to deliver compliance reporting was a real plus. "With a single, comprehensive solution, I can cover documentation, change and configuration management reporting, and compliance reporting," said Aiello. "That was a real bonus for us."

Neos Banca now uses Auditor Pro to ensure compliance with Sarbanes Oxley and Basel II regulations. In addition, the company uses Auditor Pro to monitor their compliance against a number of Payment Card Industry Data Security Standards (PCI DSS). "We're not required to comply with PCI," Aiello explained, "but tracking our performance against a number of their standards provides valuable information for us internally. The ability to evaluate performance compared to recognized standards can also be helpful during an audit."

Neos Banca faces periodic audits from a range of entities, including external auditors and auditors from their parent company Gruppo Intesa Sanpaolo, as well as their own internal auditors. "The audit process can be daunting and complex, particularly if a company is working to meet the requirements of a number of different entities," said Aiello. "With Auditor Pro, we have a clear way of solving specific issues, including providing system documentation and compliance reporting, with a single tool, so the audit process—even one for an environment as complex as ours—can be greatly streamlined and simplified."

Support Plays a Critical Role

While Aiello places great value on Auditor Pro's capabilities, he also points to Ecora's commitment to delivering superior support as another important factor in his decision to choose Auditor Pro and in his continued satisfaction since making his purchasing decision. "When I invest in a product, I believe that I'm choosing the company as well," he explained. "Even an excellent product is worthless if there isn't a support organization to provide assistance when it's needed."

Ecora support has been excellent; the support team has been helpful and friendly. They're clearly interested in ensuring that Neos Banca realizes the greatest possible benefit from using Auditor Pro. That is important to me."

For More Information

To learn how Ecora's automated configuration audit and analytics solutions can ensure that your IT infrastructure remains operationally effective, secure and compliant, call toll-free **877.923.2672** or **603.436.1616**, e-mail sales@ecora.com, or visit the web at www.ecora.com.

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About Ecora

Ecora Software provides Configuration Audit and Analytics solutions to customers worldwide, ensuring their IT infrastructures remain operationally effective, secure and compliant. As a crucial element integrated into the overall Business Service Management (BSM) strategy, Ecora is the market leader in transforming enterprise-wide configuration solution into clear, actionable reports for regulatory compliance and enabling IT best practices. The Company's flagship solution, Auditor Professional™, provides immediate value with its agentless architecture matched with rich report templates and pre-defined policies providing the foundation for effective change and configuration management. Ecora Software ensures that you are prepared for any IT audit before the auditor arrives, taking the cost and complexity out of compliance audits and enabling IT best practices for more than 800 worldwide customers across a wide range of industries, including many of the Fortune 1000. For more information, please visit Ecora at www.ecora.com.