Vietnamese Bank Optimizes Data Loss Prevention

McAfee’s Solution Services protects bank against breaches with DLP

With help from McAfee® Professional Services, a leading Vietnamese bank refined and optimized its host and network data loss prevention (DLP) infrastructure to better monitor sensitive data at rest and in motion, discover potential threats, and prevent data breaches.
As CISO of Techcombank, one of the top five commercial banks in Vietnam, Tuan Van Ahn oversees security operations for the entire enterprise and its 7,500 users in its Hanoi headquarters and 300 branches across the country. To keep the Bank’s IT infrastructure and data safe, Van Ahn and the Bank had turned to McAfee several years ago to provide integrated endpoint and network security as well as, most recently, host and network data loss prevention (DLP). Although the company’s local partner implemented the DLP solutions, the company knew it needed additional DLP expertise to ensure the most robust security posture.

Expertise Required to Do DLP Right

“DLP is not a run-of-the-mill security technology that needs one-time expertise to implement and then runs well on its own,” explains Van Ahn. “To understand clearly what data is important, where it resides, and how it moves within the organization requires participation from all the critical stakeholders in the company: business decision makers, data owners, technical decision makers, and operations, risk management, compliance, and so on. Comprehensive DLP also requires following a certain methodology that continues through the business lifecycle of a company as it matures.”

Why McAfee Professional Services

Consequently Techcombank turned to McAfee for help—and not just because the DLP solutions were McAfee products, McAfee® Host Data Loss Prevention and McAfee Network Data Loss Prevention. The latter includes McAfee DLP Manager plus McAfee DLP Monitor, McAfee DLP Discover, and McAfee DLP Prevent appliances to monitor network traffic for sensitive data, continually scanning such data in databases and other locations, and block such data from leaving via email or web.

“McAfee’s reputation worldwide, its clear strategy and vision, the fact that so many banks across the globe depend on it, and strong support locally—all these factors gave us great confidence in deferring to its Professional Services group to help us optimize our DLP implementation,” states Van Ahn.

Optimizing DLP for Techcombank’s Environment

First, one of McAfee Professional Services’ DLP solutions experts conducted a detailed review of the Bank’s DLP infrastructure and policies. Next, he compared the policies against DLP best practices and classified the findings into three action categories: urgent, not urgent but recommended, and no action needed. With this information, Van Ahn as well as IT security managers, IT operations, and the risk and compliance, incident management, and policy management teams collaborated to prioritize outcomes of the Professional Services engagement. Professional Services also conducted an overview session for all of Techcombank’s IS-related teams to further their understanding of the technology from an operational perspective.

“From start to finish, McAfee Professional Services helped us refine and optimize our DLP infrastructure and processes to give us the strongest security posture,” claims Van Ahn. “They thoroughly understood our system and environment and had the solutions...”

Challenges

- Prevent data breaches
- Comply with PCI
- Enable continued business growth
- Improve and optimize security posture

McAfee Solution

- McAfee Professional Services—Solution Services

Results

- Customization and optimization of data loss prevention solutions within the Bank’s unique environment
- Alignment with security best practices
- Easier audits and overall compliance
- Prioritization of present and future security-related outcomes and actions
- Procedures set in place to maintain robust defense
expertise and industry knowledge necessary to enable us to achieve operational excellence. They also helped us put in place methodologies to maintain a robust defense against data loss in the future.”

Customizing for Local Language and Processes
Although it has years of experience deploying and optimizing DLP solutions for companies in financial and other industries worldwide, McAfee Professional Services tailor every engagement to the customer. “They took into consideration our unique environment, business processes, and parameters,” notes Van Anh. “For example, they customized most of the DLP policies to detect content and patterns that occur in our local dialect.”

Time Savings and Other Benefits
Without assistance from McAfee Professional Services, the state of data loss prevention at Techcombank would have been quite uncertain. “Attempting to optimize our DLP infrastructure on our own would have taken us months, rather than the week the McAfee DLP solutions expert spent onsite, and our data would not have been nearly as secure,” says Van Anh. “Because we used McAfee Professional Services, we have increased visibility, easier compliance, improved operations, and improved ability to scale so we can keep growing our business.”

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— Tuan Van Anh, Chief Information Security Officer, Techcombank