Austrian Post AG

Highlights

Objective

To reliably protect Austrian Post AG's network against unauthorized access and to advance the organization's IT infrastructure security.

Solution

ForeScout CounterACT enforces network access policy and provides real-time device intelligence and compliance to detect threats, eliminate violations, and stop suspicious activity before it is able to cause any damage.

Results

- Visibility of devices across the network.

- Automatically enforces endpoint compliance policies to users and their devices accessing the network without requiring agents.

- Cost savings and increased efficiency for Post AG's IT team by pre-empting threats and resolving security issues with reduced IT intervention.

Austrian Post AG secures multiple networks with ForeScout CounterACT

Customer Overview

Austrian Post AG is the leading logistics and postal services provider in Austria. Its core areas of activity include the delivery of letters, advertising mail, printed media and parcels. The Post AG network is one of the country's largest networks for private customers and offers postal and banking services. By giving the Austrian public a reliable national postal service, the organization makes a major contribution to maintaining and safeguarding the country's communications and logistics infrastructure.

A total of approximately 23,000 staff work at Post AG, within its head office, six parcel distribution centers and seven mail distribution centers, 1,250 franchise partners, 275 service bases and 620 customer branches. About 10,000 of these employees use a computer on the organization's network. Infrastructure resiliency, security, and privacy compliance is paramount.

The head office in particular, a historical building in the center of Vienna, had difficulty meeting current security requirements. Because it had several entrances that were becoming difficult to monitor, there was a risk that unauthorized persons might enter the building and possibly gain access to the IT infrastructure. Post AG, as part of wider security measures, immediately began to search for a network access control (NAC) solution that would give the head office network reliable protection against unauthorized access, while at the same time did not impact user productivity and security operations.

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Why ForeScout?

After assessing leading NAC alternatives, Post AG chose the ForeScout CounterACT™ automated security control platform. Compared with other solutions they had looked at, CounterACT provided the best range of functionality, usability and scalability at a competitive price. Another compelling factor was CounterACT's extremely low cost of implementation. Not only did it support real-time device detection and assessment without requiring agents, but it proved to reliably recognize any device on the network behaving suspiciously. CounterACT also offered Post AG the network segmentation and endpoint compliance they required including: broad WLAN-VPN support; dynamic quarantine of any devices that were unauthorized or did not adhere to Post AG's security policies; and comprehensive reporting capability — all of which were decisive criteria for the organization.

How ForeScout Helped

Separate Guest Access
CounterACT automatically detects guests and unknown devices that are trying to connect to Austrian Post's network, and immediately isolates them. This means that although external devices are granted internet access, they cannot gain any access to the organization's data or to the information stored on its network.

Network Transparency
Beyond detection of guest devices, CounterACT enables Post AG to obtain a dynamic and comprehensive overview of all authorized users and their devices on its network and to check whether they meet the organization's predefined security policies. Is anti-virus software active and fully updated? Have patches been installed? Which other applications are running on the device? In this way, Post AG can ensure that its IT infrastructure meets all compliance requirements, on every floor in the building, down to the very last switch and cable. Post AG plans to use more of CounterACT's growing feature set in the near future.

"ForeScout CounterACT saves our IT team costs and increases efficiency — and we save the time that would otherwise have been spent monitoring the network and more manually responding to securityissues with connected devices — and that's a real benefit."

Michael Zatl,
Network Manager,
Austrian Post AG

Take the ForeScout Challenge

Let us know which ForeScout solution is right for you, and we'll arrange a free on-site evaluation.

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About ForeScout

ForeScout delivers pervasive network security by allowing organizations to continuously monitor and mitigate security exposures and cyber attacks. The company's CounterACT appliance dynamically identifies and assesses network users, endpoints and applications to provide visibility, intelligence and policy-based mitigation of security issues. ForeScout's open ControlFabric™ technology allows a broad range of IT security products and management systems to share information and automate remediation actions. Because ForeScout's solutions are easy to deploy, unobtrusive, flexible and scalable, they have been chosen by more than 1,700 enterprises and government agencies. Headquartered in Campbell, California, ForeScout offers its solutions through its network of authorized partners worldwide.
Learn more at www.forescout.com.

"When we moved into our new head office in September 2011, the first thing we installed in the new network was CounterACT. Deployment took very little effort as it is easy to install and administer, and works well within our environment. We were then able to fully monitor all the other devices as they got moved into the new building and connected," recalls Michael Zatl, Network Manager at Post AG.

Automated Defences
As soon as CounterACT identifies a suspicious device — perhaps because it is an unknown wireless access point, or shows unusual network traffic — then the device is automatically isolated from the rest of the network and the IT team is notified. Beyond receiving alerts, the Austrian Post's IT team monitors the CounterACT dashboard regularly, and weekly reports ensure that nothing on the network escapes their attention. Post AG is so convinced of CounterACT's benefits that it is now planning to expand its use across the distribution centers too, which can be centrally managed through one CounterACT Enterprise Manager appliance.

Network Segmentation with Uniform Policy Management
In total, Post AG operates a large number of different networks, some of which overlap. These include developer LANs, the LANs belonging to the subsidiary companies, test beds and the guest network. CounterACT helps to monitor access to these networks, enforces standardized access policy, and provides strong protection against hacking attacks. Since CounterACT does not require agents and offers the means to easily administer uniform policy across multiple appliances and networks, it can readily maintain controls as users move to different LANs, without impacting user experience.

The ForeScout Difference

Michael Zatl, Network Manager at Austrian Post AG, summarized the benefits of ForeScout CounterACT, "[It offers] complete transparency of all devices on the network, policy enforcement, and improved protection against possible hacking. It was also remarkably simple to implement and manage: we were able to make use of all the functionality we needed within one week. In total, CounterACT saves our IT team costs and increases efficiency — as we save the time that would otherwise have been spent monitoring the network and more manually responding to security issues with connected devices — and that's a real benefit."

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