



CASE STUDY

— Live TV swaps Tripwire® for NNT saving thousands of dollars in the process —

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THE CLIENT

Part of Jet Blue, the leading USA based Airline, Live TV is the world's leading provider of live in-flight entertainment and connectivity systems for commercial airlines. Founded in 1998 in Melbourne, Florida, Live TV has grown to include installation and maintenance locations around the world to support the more than 600 aircraft equipped with its products. For more than a decade, passengers have been enjoying these products while traveling with industry leaders like JetBlue, United, Frontier, Alitalia, Virgin Australia, WestJet and Azul.

Live TV was founded on the idea that satellite television onboard commercial aircraft could provide a more comfortable and enjoyable travel experience for the millions of airline passengers that take to the skies each year. This concept has seen Live TV grow from a small high-tech start-up into a global operation with hundreds of employees, one that is well versed in the challenges of successfully managing a rapidly expanding organization.

THE CHALLENGE

Bound by PCI Compliance, which requires all organizations processing credit card transactions to adhere to a set of regulatory requirements that place controls around the information, Live TV needed a solution that could scale effectively as the exponential growth of the company meant that they were going from being a Level 3 merchant processing between 20,000 to 1 million transactions a year to a Level 1 merchant processing more than 6 million transactions, and needed to be compliant as such in a very short space of time.

Software was already in place to manage the 88 devices that were within the PCI scope as a Level 3 merchant, but the jump to Level 1 status meant the in-scope PCI environment expanded to 363 devices.

THE SOLUTION

The initial step was to approach the incumbent software provider (Tripwire®) to expand the existing installation but the cost was way beyond budget expectations, so still reeling from this Julian Cortez at Live TV, looked to the market for alternatives.

With a PCI audit looming, Julian needed to find a solution for Live TV that could meet their functional requirements and be installed in a very short timescale, yet not cost the earth. At this point sister company jetBlue Airways, recommended they take a look at NNT and their Change Tracker software solution.

Julian explains the situation, *“At first I couldn't believe the position Tripwire® had put us in, but it all worked out for the best in the end. We now have a solution that ticks all the boxes from the IT security and PCI compliance perspective, one that is much easier to use and able to scale effectively as and when we need the capacity. After looking at all the options, it couldn't be clearer to me – companies needn't spend a fortune on compliance software, they just need to start by talking to NNT!”*

NNT provides a complete IT security and compliance solution. Change Tracker combines server hardening, intelligent event log management and file integrity monitoring with change and configuration management in one, easy-to-use solution.

Julian commented on the reasons for selecting NNT, *"We were very impressed with NNT - the functionality of Change Tracker, their willingness to accommodate our needs, their ability to work to our timescales. Of course, the affordability of the solution made NNT right for us too."*

NNT Change Tracker was deployed across the in-scope PCI infrastructure of 400 devices, a mostly Windows-based environment. The implementation was completed within just a few weeks, from initial engagement, through requirements definition to installation and go-live.

The solution provides Live TV with an easy to use system that can monitor all unexpected system changes, including changes to files, registry keys and values, processes, services and other configuration settings in real-time. The system highlights what the threats are, what the risk profile is, what has changed and who made the change, and whether or not it was planned or unplanned.

The forensic level of detail provided means that Live TV can rest safe in the knowledge that the PCI environment is secure and compliant at all times.

KEY FACTS

- Live TV now has an easy to use and scalable solution that can keep pace with their rapidly expanding organization
- NNT Change Tracker deployed across 400 devices in a matter of weeks (from initial engagement to go-live) to detect any weakening of security posture or potential security breaches
- The solution monitors all unexpected system changes in real-time, providing forensic-level detail on threats that could genuinely present a risk
- With NNT's assistance, Live TV achieved PCI compliance in an extremely limited time frame and while moving from a Level 3 to a Level 1 merchant
- Live TV estate comprises around 400 devices including Windows 2008 and 2003, Debian Squeeze and Windows 7 desktops
- Network devices within scope of PCI include Fortinet and Cisco firewalls, with Cisco switches and routers also tracked

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About NNT

NNT is the leading provider of SecureOps™. SecureOps™ combines the essential, foundational security controls as prescribed by all leading security frameworks such as CIS and NIST with the operational discipline of change management. By ensuring you have the prescribed essential security controls in place combined with the ability to correlate changes within your environment with an approved ticket or set of intelligent rules, organizations are able to prevent and protect themselves against all forms of breach as well as gaining full control of changes for both security and operational peace of mind.

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