

# Case Study Standard Bank Namibia



Delivery Partner



## Background

Standard Bank Namibia, a member of the Standard Bank Group, a leading African bank providing financial services to individuals, business and public sector. Since opening their doors in 1915, Standard Bank Namibia has grown into an institution that understands its customers better, has people with strong knowledge of local business conditions and does the best job of connecting borrowers with lenders.

A key driver for Standard Bank Namibia is digitisation – the goal of delivering a full range of financial services through secure channels, offering a personalised and digitally enhanced experience to clients and employees in real time, all the time. This goal is further supported by the bank’s desire to continuously drive change and IT transformation to better serve their clients.

Holger Bossow, Head of IT Security for Standard Bank Namibia explained, *“Success for me is keeping the confidentiality, integrity and availability of our company and customer data safe and secure at all times. To ensure the security controls that we have in place will detect and respond to any potential threats while remaining compliant with various regulatory standards.”*



## Challenges

*“Banks tend to have complex IT environments and legacy systems that need to be managed and maintained. This presents a number of challenges as cyberthreats continue to grow in both scope and severity in order to exploit the growing number of new attack vectors.”*

*“We recommended NNT because of their dedication to innovation and their unique ability to solve some of the most challenging security and compliance issues caused by changes in the IT estate. We’ve successfully partnered with NNT for a number of years so the decision to introduce them to Standard Bank Namibia and work with them on this project was an easy one.”*

*“Protecting customer card data is at the heart of the PCI compliance requirements. By ensuring Standard Bank Namibia have the essential security controls in place, NNT SecureOps™ helps to harden systems against hacks and protect against all forms of data breaches.”*

The risk of cyberattacks on banks & financial institutions cannot be underestimated. Banks retain highly sensitive and valuable data & with more banking services being offered online, one attack can potentially lead to significant financial loss.

In addition, the complex IT infrastructures common among banks is just another reason banks continue to be a target for cyber criminals. Bossow explained, *“Banks tend to have complex IT environments & legacy systems that need to be managed and maintained. This presents a number of challenges as cyberthreats continue to grow in both scope & severity in order to exploit the growing number of new attack vectors.”*

As an organization undergoing a phase of digital transformation, Standard Bank Namibia recognized — due to an evolving threat landscape & regulatory environment — the fundamental need to protect their sensitive data, monitor changes across their systems and endpoint devices and maintain PCI-DSS compliance.

*“Compliance with various regulatory standards is a critical function for the bank which not only allows us to avoid potential fines for non-compliance, but also helps to demonstrate a strong security posture & trust with our stakeholders and clients. We also needed to ensure that new technologies & systems introduced at the bank are securely integrated into our digital transformation efforts.”* he added. Bossow approached their IT partner of choice, Blue Turtle Technologies for sound advice, & they recommended New Net Technologies (**NNT**).

After assessing Standard Bank Namibia’s key challenges, business needs & existing IT setup, Blue Turtle were confident that **NNT’s** suite of enterprise security & compliance software would meet the bank’s specific requirements.

Andrew Parsons, Infrastructure Solution Specialist at Blue Turtle said, *“We recommended **NNT** because of their dedication to innovation & their unique ability to solve some of the most challenging security & compliance issues caused by changes in the IT estate. We’ve successfully partnered with **NNT** for a number of years so the decision to introduce them to Standard Bank Namibia and work with them on this project was an easy one.”*



## Solutions

**NNT’s Change Tracker** and FAST Cloud Threat Intelligence Service was ultimately selected by Standard Bank Namibia to help manage changes in their complex IT environment, achieve continuous PCI compliance while protecting the sensitive data of their valued clients’. The **NNT** solution detects & alerts on configuration changes across the IT estate, as well as ensuring compliance to standards such as CIS, & PCI.

**NNT’s** unique **“SecureOps”** approach incorporates the essential, foundational security controls as prescribed by leading security frameworks with the operational discipline of change management & the innovation of intelligent change control.

Mark Kerrison, CEO at New Net Technologies said, *“Protecting customer card data is at the heart of the PCI compliance requirements. By ensuring Standard Bank Namibia have the essential security controls in place, **NNT SecureOps™** helps to harden systems against hacks & protect against all forms of data breaches.”*

## Key Benefits

1. Standard Bank Namibia has achieved continuous monitoring and PCI compliance
2. NNT Change Tracker distinguishes between good and bad changes in the IT environment and gives the bank confidence that any unauthorized changes are identified and treated accordingly
3. Since NNT performs multiple security functions, the bank only needs to manage one application in the entire heterogenous estate therefore reducing resources and costs
4. Successful integration with almost all systems and devices within the IT environment
5. NNT Fast Cloud cuts out change noise and minimizes alerts so the bank has more time to investigate changes that may truly impact its security posture
6. Strengthened the level of security and compliance for the Oracle, Windows and Linux teams, and saves time during audits due to NNT's automated compliance reporting

Kerrison added, "It was great to work with our partner, Blue Turtle on this deployment. They brought strong security & change management expertise to the table and worked with us shoulder to shoulder from the initial sales consultation right through to installation & post-delivery."

According to Bossow, **NNT** Change Tracker is doing an excellent job of monitoring changes in the bank's IT estate, distinguishing between good & bad changes, & alerting the team to potentially harmful changes. "Since implementing Change Tracker, we have a much better understanding of the changes happening in our environment. It detects all system changes as well as changes to application and configuration files & provides details of who made the changes, & when & whether the changes were approved."

In addition, Bossow said that **NNT** offers the broadest support of server operating systems, virtual systems & network devices. "We found that **NNT** could be integrated with almost all systems & devices within our IT environment, which was really important for us as we wanted one application to manage our entire heterogenous estate. This was one of the features that stood out with **NNT** compared to the other solutions during our evaluation phase."

"**NNT** seems to be the best solution for us in terms of feature set & functionality. The other products we looked at simply couldn't do what **NNT** could," he added.



## Results

Working with **NNT** & Blue Turtle has helped Standard Bank Namibia to achieve a state of continuous PCI compliance, & it has given them the confidence that any unauthorized changes taking place in their IT environment will be identified & treated accordingly.

"Tracking compliance against regulatory standards such as PCI is critical for us. Whilst achieving compliance is one thing - maintaining continuous compliance is another - & that is the real key to success. Fast Cloud cuts out the noise & minimizes alerts so we have more time to investigate changes that may truly impact our security posture," said Bossow.

The benefits of **NNT** are not only recognised by Bossow's own team, but extend to the wider IT team at Standard Bank Namibia. "Change Tracker has strengthened the level of security & compliance for the Oracle, Windows & Linux teams and saves us all a lot of time during audits since **NNT** automates the compliance reporting for us."

"We certainly feel more confident with where our cybersecurity posture is today thanks to **NNT**. Change Tracker & Fast Cloud are powerful tools that have helped us towards achieving a better security posture & reduce cyberrisk," - Holger Bossow, Head of IT Security for Standard Bank Namibia



(844) 898-8362



[USinfo@nntws.com](mailto:USinfo@nntws.com)



[www.newnettechnologies.com](http://www.newnettechnologies.com)



Standard Bank

Delivery Partner  
blue turtle