

# northdoor casebook



## *Northdoor implements iSecurity to help HSH Nordbank London strengthen systems security and compliance*

Safeguarding systems security is a constant challenge for all organisations; not only to block unauthorised access to sensitive data, but also from a governance and compliance perspective. Get it wrong, or fall behind and security might be breached. Private data could be stolen or systems processes compromised. To ensure good governance and compliance with ever-increasing legislation, organisations such as HSH Nordbank are turning to the expertise of experienced solution providers for the answers.

When HSH Nordbank commissioned an annual external audit of its financial accounts and procedures at its London branch, an opportunity was identified to tighten security controls around access to its core banking system. The bank approached Northdoor, a provider of integrated IT solutions, for help to specify the technology requirement and facilitate change.

### *Client Background*

HSH Nordbank AG is an investment bank with headquarters in Hamburg as well as Kiel, Germany. It is active across Northern Europe in corporate banking. HSH's main focus is on shipping, transportation, real estate and renewable energy. HSH Nordbank's London branch runs its operations in an IBM iSeries environment on a popular core banking application package, Midas Plus, from Misys. The suite supports a range of key processes including financial reporting, general ledger, transaction processing, cash management, lending and more.

### *Solution Focus*

Northdoor offered:

- specialist guidance in creating a compliant security management solution
- IBM Premier Business Partner status; long experience of iSeries platform
- rapid deployment of a customised solution
- consultants with significant domain expertise
- a straightforward, non-disruptive approach

*“We knew Northdoor would likely have the specialist expertise to guide and help us with security management.”*

*Nigel Snow - IT manager,  
HSH Nordbank AG in London*



*“We wanted an automated security solution that would continue to give us absolute confidence in controlling who can access or change what, when and from where.”*

*Nigel Snow - IT manager,  
HSH Nordbank AG in London*

## *The Business Challenge*

HSH is alert to the need for good systems security; not only to prevent unauthorised access, but also to protect the integrity of financial reporting processes. This is important from a business governance perspective, as well as for compliance with financial services regulations.

“A scheduled accounting audit identified that in our core banking system in London, we should tighten existing access controls, user activity tracking and change reporting,” said Nigel Snow, IT manager at HSH Nordbank AG in London. “Our existing 3<sup>rd</sup>-party security package couldn’t provide the degree of control we now needed in these areas; it was no longer fit for purpose.”

He continued: “We were also frustrated with our existing security package because it required significant expert input. For example, creating and managing the required custom reports was difficult and time consuming.”

“We wanted an automated security solution that would continue to give us absolute confidence in controlling who can access or change what, when and from where,” said Snow. “We also wanted an audit trail that would show exactly where somebody had been within the banking application, showing any actions they’d taken. Finally we wanted reports to be easily customisable.”

## *The Northdoor and iSecurity Solution*

“We’ve worked with Northdoor for some ten years around application and infrastructure management solutions, services and support,” said Snow. “We knew Northdoor would likely have the specialist expertise to guide and help us with security management.”

HSH shared some of the issues the audit highlighted with Northdoor, which then worked with the bank to define solution options and to then facilitate change. Clearly a significant component of the eventual solution would be a new security package; one proven in banking and IBM systems environments.

HSH shared some of the issues the audit highlighted with Northdoor, which then worked with the bank to define solution options and to then facilitate change. Clearly a significant component of the eventual solution would be a new security package; one proven in banking and IBM iSeries environments.

Northdoor is an IBM Premier Business Partner and quickly defined a 3<sup>rd</sup>-party application which appeared to meet all the criteria; iSecurity from Raz-Lee with which Northdoor had already had positive experiences.

HSH and Northdoor worked together to examine the suitability of iSecurity in detail.

“Constructing a test environment took just hours. The functionality we required was clearly there in iSecurity and we saw that the security rules could be configured to our needs. It seemed easy to use and run,” said Snow. “Working with Northdoor and Raz-Lee everything was straightforward.”

Of the modules available within iSecurity, HSH then selected:

- iSecurity AP-Journal: to monitor and precisely report on any activity within the core banking applications and database beyond pre-set operational parameters.
- iSecurity Firewall: to provide internal and external intrusion prevention and access rights management.
- iSecurity Audit: to monitor and report all system-level activity.

## *The Benefits – Tightened Security Control, on Time, on Budget*

“Configuration and implementation of iSecurity proceeded swiftly, with minimal disruption,” recalled Snow. “Everything ran to timescale and to budget.”

iSecurity has now been in operation for some time at HSH London. Is it performing and supporting governance and compliance?

“When it comes to system security and financial reporting, the bank must comply not only legally, but has a duty of best practice to customers, staff and indeed all our stakeholders,” said Snow. “I’m confident in the solution and feel assured that our strengthened security supports good governance as well as our compliance obligations.”

Snow concluded: “Our new security solution meets expectations. As regulators tighten directives and become more vigorous in policing compliance, HSH Nordbank in London has taken the right steps towards ensuring its financial reporting meets both best practice and legislative obligations.”

AJ Thompson, sales director of the enterprise infrastructure division of Northdoor, said: “For today’s organisations, identity theft and unauthorised access to private data pose constant threats. Many firms, particularly in the finance and insurance sectors, are now increasing protection by including database monitoring in their defences. We offer a comprehensive portfolio of software solutions, appliances, services and expertise to assist our customers to automate procedures and develop more secure and compliant IT environments.”

*“I’m confident in the solution and feel assured that our strengthened security supports good governance as well as our compliance obligations.”*

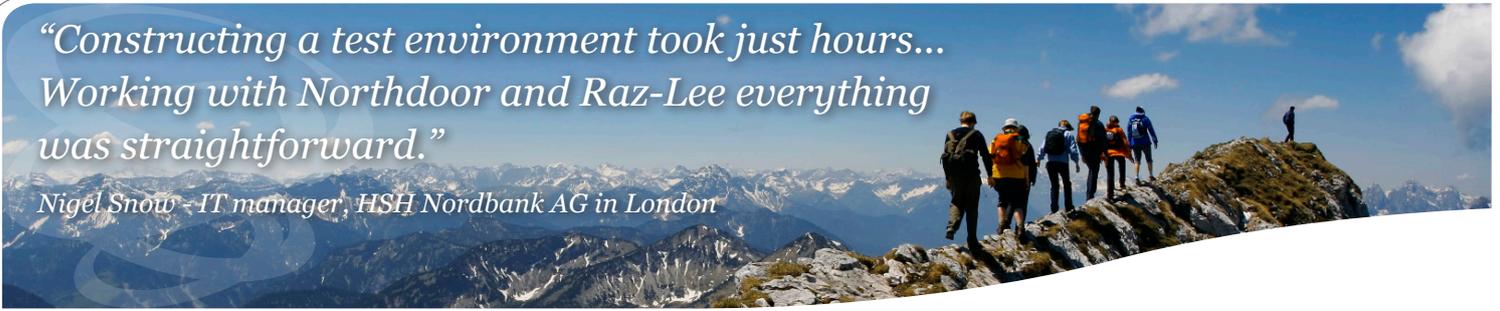
*Nigel Snow - IT manager,  
HSH Nordbank AG in London*

## *Northdoor benefits*

- specialist expertise in security management for financial services firms
- consultants with deep industry knowledge
- on-time, on-budget delivery
- comprehensive solution minimises disruption and risk
- IBM Premier Business Partner with long experience of iSeries platform in banking
- strong links with Raz-Lee

*“Constructing a test environment took just hours...  
Working with Northdoor and Raz-Lee everything  
was straightforward.”*

*Nigel Snow - IT manager, HSH Nordbank AG in London*



## **About Northdoor**

Northdoor is a UK and Ireland-based company providing integrated information technology solutions. Northdoor provides consultancy, application development, enterprise infrastructure and IT support and managed services. Originally founded in 1989 to serve the London Market, Northdoor has extended its expertise in insurance and banking to wider sectors, such as media, retail and travel, with services now reaching over 200 businesses. Northdoor has a collaborative and high-touch customer care approach in delivering tailored solutions that help clients to achieve their business objectives. For more information see [www.northdoor.co.uk](http://www.northdoor.co.uk).

## **About HSH-NordBank**

HSH Nordbank AG is a strong corporate bank in Northern Europe and a leading provider of specialist finance for corporates, investment and equity funds and financial institutions. Established on June 2, 2003, HSH Nordbank AG is the result of the merger between Hamburgische Landesbank and Landesbank Schleswig-Holstein (LB Kiel). It has total assets of some EUR 176 billion and around 3,400 full-time positions worldwide plus 880 full-time positions from companies consolidated for the first time in the context of bail-out purchases. HSH Nordbank has twin headquarters in Hamburg and Kiel. With a global presence in 23 locations throughout Europe, USA and Asia, HSH Nordbank offers innovative, tailor-made financial solutions of high complexity.

## **About Raz-Lee Security Inc. and iSecurity**

Raz-Lee Security, headquartered in Nanuet, New York, is the leading security solution provider for IBM's Power i (AS/400) computers. Drawing upon its more than 27 years of expertise in the Power i Performance and Optimization market, the company designs, develops and markets a comprehensive suite of advanced security software solutions - iSecurity.

Raz-Lee's iSecurity product suite is field-proven and has been successfully implemented in more than 35 countries.

**To know more and do more, contact northdoor**

Visit [www.northdoor.co.uk/ei](http://www.northdoor.co.uk/ei)  
or phone Northdoor on  
+44 (0)20 7448 8500

alternatively email us at  
[ei@northdoor.co.uk](mailto:ei@northdoor.co.uk)

Copyright © 2010 Northdoor  
All rights reserved

**AH Technology Pty Ltd**  
**PO Box 205 Malvern Victoria 3144**

**Tel: +613 9885 4877 Fax: +613 8678-0665**  
**Email: [info@ahtech.com.au](mailto:info@ahtech.com.au) [www.ahtechnology.com.au](http://www.ahtechnology.com.au)**

  
**northdoor**  
know more, do more

