

ManageEngine Password Manager Pro Helps Leading 3G Mobile Service Provider Automate Password Management Processes and Enhance Internal Controls

Company

Nova

Industry

Telecommunication

Business

Service Provider

Location

Iceland

Solution

ManageEngine
Password Manager Pro

About Nova

Headquartered in Reykjavík, Nova is Iceland's leading 3G mobile network service provider.

Nova holds the distinction of being Iceland's first purpose-built 3G mobile network. Nova launched its services in the Icelandic market during late 2007.

Though comparatively a new entrant, through its quality of service, Nova has emerged a front-runner in Icelandic market in quick time.

Nova, Iceland's Leading 3G Mobile Service Provider Uses ManageEngine Password Manager Pro for Secure, Automated, Policy-Driven and Centralized Password Management; Replaces Insecure Traditional Practices



Business Challenge

The presence of a large number of 3G mobile service providers in the market makes the business quite competitive. Subscribers have high expectations on the quality of service and reliability. There is zero tolerance on any performance or security laxity, however minor it may be. As 3G mobile network offers entertainment services in addition to the usual cellular communication, 3G service providers have a large network infrastructure to provide a variety of services. A reliable, scalable and predictable network is absolutely essential to keep the business going.

Being a front-runner in the Icelandic 3G mobile network arena, Nova has built a solid network and service delivery tools.

Apart from the servers, databases and network devices that are used for providing service to the subscribers, they have deployed a robust security infrastructure containing a variety of firewalls and intrusion detection and prevention systems to guard the 3G network from external attacks.

"Security is the top priority for us. Even a minor security breach in our network could have numerous ramifications. While security systems are in place to guard the infrastructure against external threats, we wanted to strengthen our mechanism to rule out any possible internal breaches as well," says **Stefán Stefánsson** from the IT department of Nova.



"Especially, access to the sensitive administrative passwords, which give unlimited privilege on the network infrastructure was to be strictly restricted. Administrators needed to get access only to those passwords that are relevant to their job," he adds.

"We were keeping the administrative passwords in an Excel sheet, which was being used by over 35 administrators.

Properly managing the passwords became a headache. In addition, we sensed the security threats involved in improper maintenance of passwords.

Above all, the threat of data loss was looming large in the event of file corruption or losing the excel sheet altogether," explains Stefán.

The Solution

Nova was facing the 'classic' password management problem that had to be addressed before things went out of control.

Stefan and his team started looking for a secure password vault, which should be easy-to-use and also affordable enough to suit their IT budget.

When they identified **Manage Engine Password Manager Pro** through web search, it was virtually 'love at first sight'.

A brief evaluation showed that Password Manager Pro had the potential to solve all their password management problems.

They did not have any second thoughts; went ahead and implemented Password Manager Pro in quick time.

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Stefán and his team started looking for a secure password vault, which should be easy-to-use and also affordable enough to suit their IT budget.

"It was cumbersome to update the excel sheet whenever the passwords were changed periodically in the target systems in accordance with our IT policy. An outdated password at the most wanted time will spell disaster. Password Manager Pro has helped us remove all such pains and perils," points out Stefán.

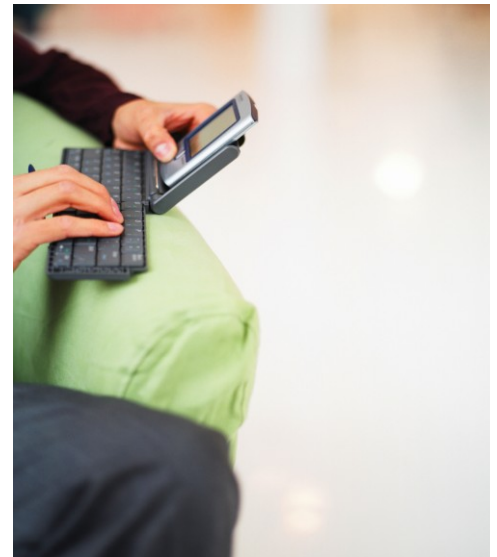
Password Manager Pro Difference

Amongst the many factors that influenced Nova to deploy Password Manager Pro in their environment, the intuitive web-interface, well-defined password ownership and sharing model, granular access controls, comprehensive audit records and provision for live backup of data were the most compelling and impressive.

"The automated, policy-driven password management provided by Password Manager Pro has made us realize how inefficient and insecure the traditional 'excel sheet storage' approach was. **Usage of Password Manager Pro is certainly the best practice approach for us,**" emphasizes Stefán.

The high availability feature of Password Manager Pro plays a crucial role at Nova. "Maximum network uptime is of paramount importance

for 3G service providers like us. Consequently, uninterrupted access to passwords is essential. Through redundant servers, Password Manager Pro has provided us a solid, fail-safe mechanism for access to administrative passwords," he pointed out.



Nova keeps expanding its network to deliver new services and support a growing subscriber base. The growth in turn increases the number of devices, which results in exponential increase of administrative passwords .

"With Password Manager Pro on our side, we are not worried about password proliferation at all. Storing, sharing, accessing and changing the passwords have become simple and secure," adds Stefán.

"The automated, policy-driven password management provided by Password Manager Pro has made us realize how inefficient and insecure the traditional 'excel sheet storage' approach was. Usage of Password Manager Pro is certainly the best practice approach for us," emphasizes Stefán Stefánsson

"Password Manager Pro has not only replaced the traditional excel sheet storage, but also helped us establish robust internal controls, which is directly linked with proper upkeep of the network infrastructure. We have taken total control of the entire life-cycle of password management. We are very pleased to have Password Manager Pro at Nova," Stefán declares.

About Password Manager Pro

Password Manager Pro (PMP) is a web-based, **Shared Account Password Management Solution** for enterprises to control the access to shared administrative passwords of any 'enterprise resource' such as servers, databases, network devices, applications etc. PMP enables IT managers to enforce standard password management practices such as maintaining a central repository of all passwords, usage of strong passwords, frequent changing of sensitive passwords and controlling user access to shared passwords across the enterprise. It is available at costs affordable to SMBs.

About ManageEngine

ManageEngine is the leader in low-cost enterprise IT management software.

The ManageEngine suite offers enterprise IT management solutions including

- Network Management
- HelpDesk & ITIL
- Bandwidth Monitoring
- Application Management
- Desktop Management
- Security Management
- Password Management
- Active Directory reporting
- Managed Services platform

ManageEngine products are easy to install, setup and use and offer extensive support, consultation, and training. More than 30,000 organizations from different verticals, industries, and sizes use ManageEngine to take care of their IT management needs cost effectively.

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