Case Study on Business Process and Security Architecture Review of Customer Relationship Management (CRM) Platform

Overview:

In order to manage several aspects of Customer Relationship, a leading Bank in Middle East had implemented a very well known CRM platform. CRM software was a common thread across many different functions of the Bank i.e. Call Center, Retail and Corporate banking branches, Back Office etc. and was a store of all aspects related to a customer. Confidentiality and integrity of this information was vital to the Bank. Net Square was asked to conduct an end to end review of the Business Process implemented in the CRM and also perform and Technical Security Architecture review to ensure confidentiality and integrity of customer data.

Engagement:

Net Square Senior Consultant along with a team of Security Analysts first reviewed all the process implemented on the CRM platform. They validated that all the process had adequate controls with regard to segregation of duties and there were no open forks in the process, which could have resulted in a threat of unauthorized access to customer information. Example of some of the threats considered were ability to bypass controls in setting Net banking password or Debit card pins. This were evaluated on all channels including Interactive Voice Response (IVR) platform. The exercise involved discussion with business and IT stakeholders to understand key people, process and technology controls. Several valuable inputs were provided to the Bank with regard to Process governance, practices on granting access through defining Rule based access controls (RBAC). Besides Net Square also provided inputs on technical implementation including data security.

In addition, Net Square Security analysts also performed assessment at technology level to identify application level vulnerabilities. Some of these included weak implementation to mask card information and ability to do privilege escalation and break maker-checker controls in the system.

Bank's Information Security team and Internal Audit team were appreciative of the valuable inputs provided, specially related to business process controls and access controls, which addressed the root cause of possible threat vectors against the system.

About Net Square Solution

Net Square's Professional Services Team has strong capabilities in the area of Application and IT Infrastructure Audit. The team has undertaken extremely critical and complex assignments like Security Architecture and Policy Review for various organizations across the globe. The thing that separates us from other Information Security Service providers, is our focus to keep building depth in our services and be recognized as an industry experts.

Our security experts are constantly researching on latest attack vectors to widen the knowledge base and to update the approach and methodologies. This has helped us in providing our clients, insights into the gaps in the security posture and the possible business risks the organization is exposed to. Our continuous effort is to go the extra mile to uncover all possible hidden flaws and deep level vulnerabilities within the application or IT infrastructure.

The Trust

Net Square evokes trust from the experienced and senior IT professionals who manage and lead the team

HIREN SHAH HIREN@NET-SQUARE.COM

Hiren is President at Net Square and leads client relationships, business development and also acts as a mentor to the team. Hiren is a business-cum-technology leader with more than 20 years of experience in IT Governance, management of IT infrastructure, IT risk and information security, Enterprise architecture and Global resource management. He is also a functional expert in the financial services industry, especially capital markets and risk management. He has presented many papers at seminars on various aspects of IT.

Previously, Hiren completed 8 years at the helm of CRISIL Ltd, a subsidiary of S&P as a CIO. Earlier he held various it and business management positions at CRISIL and other Financial Institutions. Hiren graduated as a Physics and Electroics majoro ensure some of the aspects around from Mumbai University and then qualified as a Chartered Accounant (equivalent to CPA in US). He is also a CISA and CGEIT.
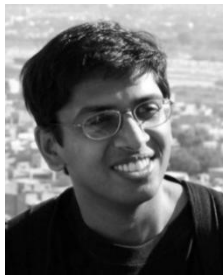
SAUMIL SHAH - SAUMIL@NET-SQUARE.COM

Saumil is Founder - CEO of Net Square and leads the delivery and R&D effort at the company. Saumil has more than 15 years experience in performing numerous ethical hacking exercises for many well-known companies. Saumil has been a regular speaker and trainer at conferences such as blackhat, rsa, hack-in-the-box, it underground, cansecwest, eusecwest, hack.lu, etc. Previously, Saumil held the position of Director of Indian operations at Foundstone Inc. And before that was a Senior Consultant with Ernst & Young.

Saumil graduated from Purdue University with a Master's degree in Computer Science and a strong research background in operating systems, networking, information security and cryptography. He got his undergraduate degree in Computer engineering from Gujarat University, India. Saumil is also a CISSP.

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