Company Overview:
Deloitte is a worldwide market leader in consulting, audit, tax and legal services. After a change in the regulatory environment, Deloitte France split into separate independent entities which handled its three main activities (accounting and audit, consulting, and tax and legal). After this separation, revenue in 2003 for Deloitte France totaled €365 million/$450.2 million (U.S.) through audit (€196.1M/$241.9M U.S.), accounting services (€92.6M/$114.2M U.S.), finance (€47.1M/$58.1M U.S.) and enterprise risk services (€29.2M/$36M U.S.). Over the recent years, Deloitte France has been chosen to perform external audits for several major organizations including Suez, Carrefour, France Telecom and EDF.

Protection from Inside Out
Deloitte’s professional audit and consulting staff is highly mobile, and the main objective of Deloitte’s dedicated security team (two full-time people) was to guarantee mobile and fixed-location employees access to the Internet and corporate intranet while maintaining the same high level of security for both.

The security team needed to protect the network from external and internal threats. “It is important to be protected from external intrusions, but it is also important to take into account that just one internal employee can cause a lot of damage by connecting to the network if his machine does not have a correct security policy in place,” said Mr. Pascal Picot, IT Security Director, Deloitte.

Choosing the Appropriate Solution
Deloitte’s security team decided to evaluate two desktop protection solutions. After a comparison, Deloitte opted for Internet Security Systems (ISS)’ RealSecure Desktop intrusion detection and response software, and deployed 3,000 RealSecure agents in France.
For Deloitte, security is of primary importance. Its corporate headquarters in Chicago issues security guidelines and recommendations for the organization, which are then deployed at local offices. After a successful deployment of RealSecure Desktop agents at one location, Deloitte decided to implement the system in all of its French offices, using ISS’ SiteProtector centralized management system to control everything from a single location.

The deployment pilot phase took 6-8 weeks — the entire system has been in place since August 2003.

:: Benefits

One of the elements factoring into Deloitte’s decision was the contribution made by ISS X-Force® security intelligence team, which constantly researches online threats and vulnerabilities. “ISS has a very good reputation and the X-Force’s competence largely contributes to that reputation. We see ISS as a stable company and this was an important criterion for us,” Mr. Picot said.

From a technical point of view, Deloitte appreciated the SiteProtector management console and its capacity to command and control the 3,000 RealSecure Desktop agents in a centralized manner. “SiteProtector is a particularly efficient tool and the simplicity of the deployment of RealSecure Desktop was much appreciated,” Mr. Picot explained.

“RealSecure Desktop is an easy-to-manage solution, and we have not yet needed technical support. We followed an exhaustive training program and we have all the information we need from the Web site, which is well laid out,” he added.

The most important benefit for Mr. Picot, however, is the fact that RealSecure Desktop offers the organization the flexibility to apply various security policies in whichever way the organization needs. “Depending on how an employee wishes to connect to the local network, the corporate network or to a VPN, it is possible to adapt the level of protection to the network the employee is connected to, which was truly appealing,” he explained.

“We are very satisfied to have the RealSecure Desktop solution, as we had deployed it just in time before the MS Blaster worm came out. Many people were on holiday then, and RealSecure Desktop protected Deloitte from the brunt of the worm’s damage. This was the true ROI for us — difficult to quantify but easy to identify. Thanks to ISS’ RealSecure Desktop solution, we avoided many hours of network downtime and the high costs that this kind of security issue can generate,” Mr. Picot said.

“RealSecure Desktop is just one of many security solutions — however, it is an indispensable tool,” Mr. Picot added.

:: Future Plans:

Since security is a constantly evolving issue, Deloitte may investigate future solutions from Internet Security Systems as its needs change.

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KEY ISS BENEFITS:

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- Mr. Pascal Picot
IT Security Director, Deloitte France

“SiteProtector is a particularly efficient tool and the simplicity of the deployment of RealSecure Desktop was much appreciated”

- Mr. Pascal Picot

Thanks to the ISS RealSecure Desktop solution, we avoided many hours of network downtime and high costs that such a security issue can generate”

- Mr. Pascal Picot

Centralized Management:
SiteProtector gives Deloitte control over all of its security agents from a single location, providing the organization with simple and convenient control of its security.

Network Protection:
RealSecure Desktop helps Deloitte avoid high costs and network downtime by blocking attacks before they bring down the company network.