Managing Operations and Security Threats at Leading IT provider

syslog-ng™ Premium Edition

Tecnocom, one of the top five IT companies in Spain, has a broad portfolio of technology and business solutions (AMS, IMS, Business Consulting, BPO, Outsourcing, Managed Services, Networks and Systems Integration) serving a broad range of public and private sectors including banking, finance services, manufacturing, telecom, media and public administration. It has offices in Spain, Portugal and Latin America.

The Challenge

Delivering Application Management services to a major bank can be demanding. With financial institutions relying on applications for critical functions in their operations, reliability is key to delivering services. Keeping these critical systems available and running efficiently is fundamental to delivering Application Managed services and meeting stringent Service Level Agreements (SLA). To ensure that applications managed by Tecnocom were operating efficiently, the company wanted to implement a centralized log management solution that could collect, filter, and store log messages from a diverse IT environment including routers, firewalls, and various types of servers. Centralizing logs from Tecnocom's managed infrastructure enables the firm to quickly identify operational issues and security threats.

The Solution

Tecnocom chose to deploy syslog-ng™ Premium Edition to collect, manage and archive log messages associated with the application being delivered to its customer. Log messages from firewalls, routers, and various servers are collected and transferred to a central log server where they can be filtered and classified using syslog-ng™'s Pattern Database tool. With features such as client-side disk buffers, client-side failover and application level acknowledgement via the Reliable Log Transfer Protocol (RLTP™), syslog-ng™ Premium Edition can ensure zero log messages are lost when transferred from log sources to a central server.

About One Identity

One Identity helps organizations get identity and access management (IAM) right. With our unique combination of offerings, including a portfolio of identity governance, access management, privileged management and identity as a service solutions, organizations can achieve their full potential – unimpeded by security, yet safeguarded against threats. Learn more at OneIdentity.com

Learn more

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