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CUSTOMER SUCCESS

SMP Bank

Symantec Ensures Secure, Trusted Banking Operations in Russia

The Russian Federation has strict rules governing the use of foreign cryptography solutions—and Symantec™ is one of a handful of trusted vendors that provide website security and authentication solutions in country. SMP Bank is one of many financial services customers to embrace Symantec security solutions. This leading Russian bank uses the Symantec Managed PKI for SSL service to manage some of their SSL certificates which they use to secure both online banking transactions and data in transit. This best-in-class, solution streamlines certificate management, ensures compliance with security needs, and above all assures peace of mind for everyone who comes into contact with them: customers, partners, employees, and government authorities.

Security Beyond the Transaction

On the “Remote Banking Services” websites associated with www.smpbank.ru, the browser address bar turns green and a field indicates the name of the website owner along with the name of Symantec as the security provider that issued the Extended Validation (EV) SSL certificate. These are all vitally important indicators to customers that the online banking service at SMP Bank is safe, secure and trustworthy. SMP Bank, listed in the top 50 largest banks in the country, and selected Symantec Website Security Solutions three years ago to secure their online banking sites and internal networks.

“Phishing scams and online fraud are as much of a threat in Russia as they are anywhere else in the world,” explains Pavel Golovlev, chief information security officer, SMP Bank. “We rely on Symantec EV SSL Certificates to demonstrate to our customers that their transactions are secure and that the bank’s website is legitimate. Symantec is a leading world authority on SSL certificates and helped spearhead the development of EV. With Symantec, customers can bank online with confidence.”

Besides the green browser bar, the Russian bank also benefits from the Norton Secured Seal, vulnerability assessment, and malware scanning to protect the site. This gave the bank peace at mind because no vulnerabilities have since been detected. “The vulnerability assessment is especially valuable to SMP Bank. Its usefulness is demonstrated by the fact we have not experienced any vulnerabilities in the last three years,” says Golovlev.

ORGANIZATION PROFILE

Website: www.smpbank.ru

Industry: Financial Services

Headquarters: Moscow, Russia

SYMANTEC SOLUTIONS

Business Authentication

Why Symantec?

- Ubiquitous solution
- Flexibility to support both online banking transactions and data in transit
- Symantec a leading authority on SSL certificates; spearheaded development of EV

Symantec doesn't only protect the online banking transactions. SSL Certificates are also used to secure data in transit. They act as a secure transport layer for the bank's payment solutions which are required by Russian law. This includes documents associated with taxation, auditing, and inter-bank payment services.

Website security solutions underpin online banking system

SMP Bank has many certificates in use, supporting the online banking system, portals, internal email, and other environments. To streamline the administration associated with all this SSL certificate management, the bank recently introduced the Symantec Managed PKI for SSL service.

Whenever the bank's IT department needs a new certificate, or wants to renew an existing one, one of the team sends the order to a dedicated internal manager who orders and issues the certificate. This streamlines the ordering process and ensures that the bank has full visibility over the certificates in their network.

Golovlev explains, "Russian laws on electronic signatures demand three degrees of qualified signing and in some cases it is worth to use uncertified locally but internationally spread algorithms. The Managed PKI for SSL service delivers a significant degree of trust-based security, facilitating tighter integration with the bank's business partners and ensuring compliance with security demands."

His final words acknowledge the flexibility of the Symantec Website Security Solutions: "One of the great advantages of the Symantec EV SSL Certificates are their root certificate ubiquity: they operate on almost every operating system, VPN, mail, and web browser software," Golovlev says.

SOLUTIONS AT A GLANCE

Key Challenges

- Ensure compatibility with Russian security regulations
- Protect online banking and transactions and data in transit
- Streamline purchase, administration, and processing of SSL certificates

Symantec Products

- Symantec™ SSL Certificates (including Extended Validation)
- Symantec™ Managed PKI for SSL service

BUSINESS VALUE AND TECHNICAL BENEFITS

- Demonstrated that online banking transactions are secure and that bank's website is legitimate
- Provided secure transport layer for payment documents
- Experienced no vulnerabilities since going live
- Streamlined SSL certificate management using Managed PKI Service
- Ensured compliance with security demands
- Delivered ubiquity, working on almost any web browser

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