

CUSTOMER SUCCESS STORY

# BSTTech Consulting helps Department of Defence secure and share information with pioneering multi-level security solution



**CUSTOMER PROFILE**

**Industry:** IT services  
**Company:** BSTTech Consulting  
**Employees:** Eight  
**Revenue:** AU\$3 million

**BUSINESS**

BSTTech Consulting specialises in Trusted Information Sharing solutions for highly regulated industries such as the defence sector. The company is headquartered in Australia and is privately owned.

**CHALLENGE**

When the company was asked to help the Australian Department of Defence (DoD) create an integrated security platform, it needed to develop a cost-effective solution that met stringent business requirements.

**SOLUTION**

BSTTech Consulting designed an accreditable multi-level security platform based on CA Technologies solutions, including CA SiteMinder and CA Identity Manager. It is the first of its kind in the defence sector.

**BENEFIT**

The DoD can now safely share sensitive data with internal and external partners. The solution has also reduced costs and complexity for the DoD. The success of the project has boosted BSTTech Consulting's reputation.

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## Business

### **Securing sensitive data for the defence sector**

BSTTech Consulting provides security and information processing solutions for a global customer base, specialising in the defence sector as well as healthcare, financial services and telecommunications.

The company's three main business streams include:

- Consulting and architecture for multi-level security systems
- Development and implementation of secure local area networks
- Cross-domain and federated services for information sharing

Its services range from project management and business analysis to systems architecture and technology implementation to help customers maximise return on investment (ROI) and minimise risk.

Headquartered in Australia, where the company is privately owned, BSTTech Consulting has eight specialist employees and is expanding. It is a member of the Defence Industrial Security Program and conforms to Australian government and Department of Defence security requirements and arrangements.

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## Challenge

### **Delivering cutting-edge and low-cost security solutions**

BSTTech Consulting prides itself on being recognised as a thought-leader in security and information sharing systems. Daniel Lai, Director at BSTTech Consulting, comments, "To enable our customers to meet their business requirements, we need to offer cutting-edge solutions – not technology – that are not only secure but also cost-effective and easy to manage."

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“For our customers to meet their business requirements, we need to offer cutting-edge solutions.”

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**Daniel Lai**

Director, BSTTech Consulting

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When the Australian Department of Defence (DoD) enlisted help from BSTTech Consulting to develop and deploy a system that would enable it to secure and share information more effectively, it was vital that the company met the customer's expectations.

"This was the first time we had worked with the DoD as BSTTech Consulting and needed to demonstrate our specialist skills in order to establish our reputation and opportunities for repeat business," comments Lai.

Given the nature of its operations, the DoD had very specialist requirements. It needed a solution that could secure data with different security classifications via a single network while enabling it to share this information with numerous stakeholders with varying security clearances, including the armed forces, coalition partners and support and maintenance teams.

Lai comments, "The DoD's information security requirements are shifting from a need to secure to a need to share. Enabling the right people to access the right information in a manner that is secure and cost-effective is key to its ability to operate efficiently."

To meet the DoD's objectives, BSTTech Consulting needed to design a solution that would replace previously manual security processes and integrate with the department's highly complex organisational infrastructure as well as met stringent security requirements.

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## Solution

### **An integrated platform for securing classified data**

BSTTech Consulting designed a solution based on CA Identity & Access Management solutions. Tony Howell, Principal Architect at BSTTech Consulting, comments, "We selected the CA Technologies solutions as they had already attained standard security accreditations, which made it easier to develop a solution that would meet the supplementary certifications required in the defence sector."

The integrated solution, which was implemented into production in 2010 comprises:

- CA SiteMinder
- CA Identity Manager
- CA Access Control
- CA NSM
- CA Directory
- CA Enterprise Log Manager
- CA DLP
- CA Desktop and Server Management

CA Technologies Services helped to deploy and integrate the solutions into a single security platform for the DoD. “CA Technologies Services involvement was key to the success of the project. Its expertise meant we were able to rapidly provide seamless integration of the various products,” comments Howell.

Based on a holistic approach, the architecture is designed to adapt access to DoD data according to multiple variables, including the nature of the information as well as user identity.

“CA SiteMinder supports stringent user authentication processes to ensure only authorised personnel can access information, while CA Identity Manager automates security policies relating to the creation, modification and management of user identities,” explains Howell. “For example, the solution enforces a two-person approval process for creating or changing user accounts.”

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“CA SiteMinder supports stringent user authentication to ensure only authorised access to information.”

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**Tony Howell**

Principal Architect, BSTTech Consulting

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The CA Technologies platform enables integrated security management across multiple DoD systems and is highly scalable. “The security platform is currently only being used within a specific high-profile group at the DoD; it is considering extending the solution to a wider base in the future, which will require some extra functionality,” comments Lai. “The advantage of the solution we have provided is that it can be expanded and added to in order to meet changing needs without extensive additional investment.”

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## Benefit

### **A world-first in multi-level security**

The DoD now has a security platform it can trust that is accredited to hold the highest level of classified information. As Lai explains, “The solution we have designed for the DoD combines identity, information and system security with process assurance in a platform that is easy and cost-effective to manage, administer and maintain. The framework can be used enterprise-wide across physical, virtual and cloud computing models.”

As a result of the new platform, the DoD is able to:

- Protect sensitive data based on national and international security standards
- Safely share defence information with external partners
- Simplify security administration and free up internal resources
- Reduce operational costs and future capital expenditure on new hardware

Howell comments, “The solution will revolutionise how the DoD approaches information management, allowing it to share data while enhance risk management and compliance.”

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“We are able to deliver better solutions to our customers to enhance our own reputation.”

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### **Daniel Lai**

Director, BSTech Consulting

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Thanks to the success of the DoD solution, BSTech Consulting has been able to prove its status as a leader in the information security field. The platform developed for the DoD is the first accredited multi-level security system, meeting extensive security criteria including those defined by allied forces such as the US.

“By partnering with CA Technologies, we are able to deliver better solutions and services to our customers to enhance our own reputation and profitability,” Comments Lai. “CA Technologies solutions are best of breed and we can trust that they will meet our customers’ needs around risk and cost.”

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