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Network Access Control Helps Bridgestone Firestone's Credit Division Ensure Compliance

BRIDGESTONE

Firestone

Introduction

Credit First National Association (CFNA), a federally chartered limited purpose credit card bank and a wholly owned subsidiary of Bridgestone Retail Operations, issues credit cards to customers of Firestone Complete Auto Care stores and independent dealers who have commercial relationships with Bridgestone America Tire Operations.

As a financial institution, CFNA needs to balance a high level of security with convenient access for its diverse set of users. When CFNA's legacy network access control (NAC) system failed an internal penetration test during a periodic audit, Timothy Lynch Childress, manager of CFNA Network Services, Bridgestone Firestone, was stunned. "Even with a NAC solution in place, an auditor was able to access our network in less than ten minutes just using his laptop," Childress explained. "We are required to ensure compliance with Office of the Controller of the Currency (OCC) regulations, and keeping our customer and employee data safe is paramount. We began looking for a new solution immediately," he added.

The CFNA team knew exactly what they needed in a new solution: the ability to prevent rogue devices from accessing the network, increased visibility, and enforceable policies that could be modified as needed. The company also required an easy, preferably self-serviced, remediation process. It was also essential that any solution they chose be virtually invisible to end users.

Measurable Benefits in Security and Usability

Fortinet's more robust NAC solution was deployed at CFNA in just a few days, and a follow-up penetration test proved the strength of the new solution. Since its implementation of the new NAC solution, CFNA has completely eliminated all rogue connections. If an unauthorized user tries to connect to the CFNA network, Childress and his team can immediately see the attempt, including the location, while NAC blocks the device.

This level of visibility and control has also saved time and resources for CFNA network administrators who can now easily make configuration changes and monitor network ports and devices. In fact, administration problems associated with the legacy NAC used to take as long as two hours each day to resolve—now the team spends less than two hours each week administering the new solution. "The new NAC solution

> *"With NAC we feel confident in knowing that our network is secure, that our users and customers are protected, and that we are in control. Recent penetration tests have proven what we know for sure: NAC works."*
>
> – *Timothy Lynch Childress, Manager of CFNA Network Services, Bridgestone Firestone*

Details

Customer: Credit First National Association (CFNA)/Bridgestone Firestone

Industry: Financial

Location: Brook Park, Ohio

Business Impact

- Authenticates all users and automatically controls network access

- Eliminates all rogue connections to secure the network

- Ensures continuous compliance with OCC regulations and with antivirus and antispyware requirements

has a unique way of working at the switch port level to control network devices, actually issuing command line functions at the switch itself," Childress says. "This interaction with network ports ensures complete control."

At the same time, end-user satisfaction has increased significantly, thanks to the Fortinet NAC solution's policy scans that are virtually invisible and a simplified remediation process. Since remediation is now fully automated, the user experience has improved and calls to the help desk have been reduced by 75%, allowing the team to focus on more critical projects.

The greatest benefit CFNA has realized is the confidence Childress and his team now have in their network security. "With the new NAC solution, we feel confident knowing that our network is secure, that our users and customers are protected, and that we are in control," Childress concludes. "Recent penetration tests have proven what we know for sure: NAC works."

Business Impact (contd.)

- Improves the user experience with authentication and remediation

- Calls to the help desk reduced by 75%

- Reduces time spent on network administration problems from up to two hours each day to less than two hours each week

Solution

- NAC

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