Salt River Project Streamlines Security Operations with Tufin's SecureTrack

Case Study

The Environment

Salt River Project (SRP) is the largest provider of power and water in the metro Phoenix area, and the second largest in Arizona. In order to implement streamlined processes and technology controls, while maintaining secure access to business-critical applications over an expanding network infrastructure, SRP needed a standardized framework for managing firewall policy changes.

The Challenge

SRP had three objectives for implementing a firewall management solution:

* **Streamline business processes:** As part of an overall effort to implement more efficient, streamlined IT processes, SRP wanted to establish a standardized framework for firewall policy management. Initially, the organizational structure of SRP Network Management did not utilize structured operational teams, which resulted in firewall changes being made on an ad-hoc basis and not routed through a specific person or subgroup. Additionally, people would approach the same policy objective in different manners, with no visibility into how or why firewall changes were made. As a result, when a rule was set it didn't always work because a previous rule would contradict it.

* **Streamline internal audits:** It was extremely difficult to get everyone on board to properly document policy changes throughout the year. Often changes were made to solve immediate problems resulting in bloated rule bases without context on changes, and often done without an assessment of the existing rules that may impact the effectiveness of a given change. As a result, SRP's audits were long, tedious affairs

* **Coordinating changes:** With several people managing firewall changes and no centralized recording detailing why changes were made, performance and access issues stemmed from shadowed or contradictory rules caused unnecessary inefficiencies. Because there was no audit trail documenting changes, tracking down the exact nature of the problem was a time consuming, tedious process that took up too much of senior staffers' time.

The Solution

Tufin's SecureTrack was the only solution SRP evaluated that met its technical requirements. Within a few hours of deploying SecureTrack SRP started to receive useful change reports that gave them their needed visibility into existing firewall policies. It now provides them with reports on the effectiveness of existing rules and helped identify questionable, obsolete, or conflicting policies.

When a firewall change is implemented, SecureTrack sends the entire IT security team an email alert detailing who made the change, the reason, and the impact of the change. These real times change alerts pair with SecureTrack's granular reporting and correlation engines to provided SRP with the visibility and process controls essential for streamlining their operations.

SecureTrack's robust, on-demand reporting enables SRP to conduct audits at any interval and immediately identify potential compliance issues, flagging them as low, medium, or high priority. The visibility over the state of compliance enables SRP to add the missing documentation, clean up unused and shadowed rules, partially overlapped rules, and all through automated security audit reports. Furthermore, it allows SRP to implement corporate best practices, which results in much shorter and simpler audits as well as a higher degree of network security.

The Benefits

* Dramatic efficiency gains

* Automated and standardized change management

* Enforcement of IT Governance and corporate best practices

* Reduced time and cost of firewall audits

* Optimized infrastructure performance

* improve network security infrastructure

Finally, SecureTrack enables SRP to implement proper change processes that enforced best practices and eliminate short cuts or quick fixes by flagging poorly crafted or illogical policies, eliminate rule base bloat, and optimize firewall operations. The SecureTrack policy correlation engine provides the reporting and auditing capabilities required to critically and collaboratively evaluate policy decisions to address questions or issues regarding a specific change request.

About Tufin

Tufin® is the leader in Network Security Policy Orchestration, serving more than half of the top 50 companies in the Forbes Global 2000. Tufin simplifies management of some of the largest, most complex networks in the world, consisting of thousands of firewall and network devices and emerging hybrid cloud infrastructures. Enterprises select the award-winning Tufin Orchestration Suite™ to increase agility in the face of ever-changing business demands while maintaining a robust security posture. Tufin reduces the attack surface and meets the need for greater visibility into secure and reliable application connectivity. Its network security automation enables enterprises to implement changes in minutes with proactive risk analysis and continuous policy compliance. Tufin serves over 2,000 customers spanning all industries and geographies; its products and technologies are patent-protected in the U.S. and other countries.

About Salt River Project

The Salt River Project (SRP) consists of two entities: The Salt River Project Agricultural Improvement and Power District, a political subdivision of the state of Arizona; and the Salt River Valley Water Users' Association, a private corporation. The District provides electricity to nearly 930,000 retail customers in the Phoenix area and the Association delivers nearly 1 million acre-feet of water annually to a service area in central Arizona.

SRP's mission is to deliver ever improving contributions to the people it serves through the provision of low cost, reliable water, power, and community programs to ensure the vitality of the Salt River Valley. SRP relies heavily on its network to successfully deliver its services, and maintaining highly available redundant, secure access to core systems is fundamental to its success.

"As a utilities provider we are too reliant on our network to take chances that might result in any sort of service disruption. We don't buy or try new things unless we are SURE that it works. We recognized right away that SecureTrack could make our daily security operations work much easier. Within a few hours of deploying the product, we were receiving useful rule usage reports that gave us the visibility we needed to immediately streamline operations. Working with a smaller, crisper rule base rule is less taxing on both the team and the firewalls themselves."

Tim Weid,
Salt River Project

"SecureTrack has been a smart investment for us. I would estimate that we have reduced the time we spend on firewall maintenance, reporting clean up and auditing by 50 to 60 percent. Its greater value is in the actual simplicity of using the product and the ease at which it tracks changes – by use, by rule, and by policy. Thanks to Tufin, we now have a very good self-assessment of where we are with firewall rule changes, plus the day to day tracking of who is doing what, and from where. Now that we know where we stand at any given moment, the audit process is much faster and easier."

Jim Heyen,
Enterprise Cybersecurity Architect

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