

Customer Spotlight



N-ERGIE Corporation

Clavister Provides High Performance and Optimal Monitoring

Clavister SSP™ Security Services Platform

firewall • VPN termination • intrusion prevention • anti-virus
anti-spam • content filtering • traffic shaping • authentication

CLAVISTER®

Protecting Values

Energy Provider N-ERGIE Implements Clavister Solution

The N-ERGIE Corporation delivers energy and water as well as solutions, services and products related to energy systems. The subsidiary itecPlus GmbH secures a smooth and fail-safe IT network operation between the central data centres and external locations and subsidiaries. Beyond that, the internet access and access from the web to the internal servers needed to be secured. These requirements led to the implementation of a powerful Clavister security solution. This large project was implemented through the system house EDV-Partner GmbH in Leonberg.

N-ERGIE is a high-performance multi utility business, which allocates its 650,000 customers power, natural gas, district heating, water and other services. N-ERGIE focuses particularly on the regional responsibility and active commitment for the environment.

Initial situation and challenge

A solution was sought that reliably protects against viruses, worms, rootkits, trojans, phishing, and other internet attacks. For network security an appropriate module for defence should be available. In addition the solution should fulfil further important requirements. The branch offices or locations of N-ERGIE are connected with high WAN bandwidth (>100MBit). Therefore special attention to the performance was necessary during the evaluation of a proper IP Security/Firewall solution. A solution with several Gbit connections was needed. In addition, scalability of the performance and connections should be handled through a license model. Even further it had to be guaranteed that no "Single Point of Failure" should exist. It was also required that all solutions must provide central administration and monitoring.

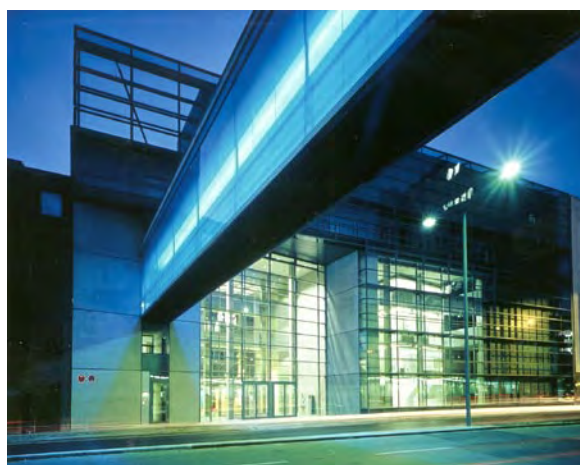
Evaluation and decision for the Clavister technology

As customer of EDV-Partner, itecPlus GmbH followed its recommendation to work together with the Swedish manufacturer of IP based security solutions, Clavister. After a decision to strictly implement the solutions from the manufacturer, the fitting model was selected. The Clavister Security Gateway 4200 Series (4230) and the 3100 Series (3110/50) based on the requirements were considered an ideal solution.

Solution and customization the Clavister technology

The itecPlus GmbH decided on the exclusive use of four Clavister Security Gateway clusters as a pure stateful inspection firewall cluster.

The first cluster protects the DMZ for the company's data (E-mail, Web hosting, internet traffic). The second cluster secures the company's external IT services (internal web servers, database servers and mail servers). The protection of Dial-in traffic from mobile users via analogue/ISDN/VPN is



handled by the third cluster. The VPN tunnels are provided by a Cisco VPN concentrator in front of the firewall cluster. The fourth cluster handles the security of the communications between the central data centre and the subsidiaries that are connected over several gigabit connections.

Management and monitoring is mainly performed by Clavister FineTune, the central management solution from Clavister. It follows a two step security strategy:

1. The border router, the one that establishes the WAN connections, takes care of the first filtering of IP Addresses, in addition to pure routing.
2. Clavister Firewall Cluster

Here are some of the additional features used by the SG: HA, Stateful Inspection, NAT-Rules, SAT-Rules. The protected servers deal with Windows, AIX, Linux, Unix and Novell.

Deployment of the product

To begin with, the first cluster was brought into operation on a not so critical application, to gain a first experience of the Clavister system. The implementation was accomplished during a workshop, which involved all responsible co-workers for the connected systems. This way costly training

could be avoided. The first experience in the failover test of the Clavister cluster showed there was no delay or outage in the IP traffic. After several months of operation of the pilot cluster, further clusters were brought in operation. This showed a problem: the connected network switches were not able to cope with the failover fast enough on a layer 2 level. The solution was to disable the spanning tree protocol on the participating switch ports.

Situation and Outlook

Meanwhile the clusters functioned perfectly. A permanent monitoring of performance and utilization of the firewall cluster was accomplished over a SNMP tool like MRTG. Log file analyses are made in case of errors, such as after configuration changes.

Beyond that, the customer itecPlus GmbH tested the new Clavister Extended UTM™ (xUTM) features in their laboratory. Since Intrusion Detection and Prevention (IDP) easily can be activated, there are plans to activate this on the main cluster to provide an even higher network security.

Conclusion

The Clavister technology is working satisfactorily in practical applications at N-ERGIE. In particular, the simple configuration turned out to be a real advantage. Also with a total of eight appliance firewalls (four clusters), a clear and centralized administration is possible. Optimal monitoring is achieved through the company's WAN monitoring tool. The clear and

effective error analysis tool which is provided with the management software as well as the extremely good performance of the appliances scored high during the evaluation. In the failover state there is no loss of TCP/IP traffic.

ABOUT N-ERGIE CORPORATION

From the public services Nürnberg GmbH and the Thüga AG founded in March 2000, arose the company N-ERGIE Corporation from the fusion process of the regional traditional companies EWAG Energie und Wasserversorgung AG, Fränkisches Überlandwerk AG (FÜW) and MEG Mittelfränkische Erdgas GmbH. The domicile for N-ERGIE is Nuremberg.

Their network stretches over the majority of Middle Franconia, over parts of Lower Franconia, Upper Bavaria, Swabia, and Upper Palatinate. Currently the company has about 2,800 employees and yearly revenue of 1.7 billion Euros.

The wholly owned subsidiary itecPlus GmbH services the N-ERGIE Corporation as well as public services Nuremberg GmbH, the VAG Verkehrs-Aktiengesellschaft and further external companies with their 95 employees as a central service provider. It looks after the supply of information and telecommunication systems including the networks, up to the support of all IT end devices locally.

www.n-ergie.de

About Clavister

Clavister - a Swedish privately owned company developing IT security products, including its award-winning Clavister Security Services Platform (SSP™). This service-oriented framework enables organizations to monitor network traffic, protecting critical business assets and blocking undesirable surfing. It will also protect you against intrusion, viruses, worms, Trojans, and overload attacks. It requires minimal servicing, with central administration, and has exceptionally flexible configuration possibilities. Its seamless scalability makes it easy to provision the perfect solution for any customer; be it small organizations, large Internet Service Providers, Managed Security Service Providers, or multimedia-ready telecom operators.

Clavister was founded 1997 in Sweden, with R&D and headquarters based in Örnköldsvik and Sales and Marketing based in Stockholm. Its solutions are marketed and sold through International sales offices, distributors, and resellers throughout EMEA and Asia. Clavister also offers its technology to OEM manufacturers.

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