



## CASE STUDY

Featured story



Service Providers  
Monitoring at PKO Finat



## PKO Finat Case Study

### Monitoring third-party service providers

#### CUSTOMER

PKO BP Finat Sp. z O.O is a large Polish financial institution, which provides comprehensive services to companies in the financial sector. Being a part of PKO BP Group, Poland's largest banking group, PKO is still one of the best-recognized and most valuable brands in Poland.

#### CHALLENGE

Just like any other large financial institution, PKO Finat is outsourcing some of its activities to third-party service providers. Accordingly, the company provides them access to corporate server containing all the required applications and data.

In order to comply with regulations and corporate policy rules, work of all independent contractors should be monitored for accountable and security reasons. Thus, System Maintenance team needed to deploy a solution to monitor the server, where external companies, which servicing several systems, join in.

## SOLUTION

PKO Finat has chosen Ekran System to provide remote service providers monitoring, and they were completely satisfied with obtained results.

Sebastian Michnowski, Team Manager of the System Maintenance, PKO Finat:

***“We use Ekran System to record remote sessions of service technicians. We have several systems serviced by external companies. Thus, we have to monitor all their actions in our systems for accountable reasons. Provided solution is easy to use, yet robust, and meets our expectations.”***

In addition, the company discovered benefits of Forced User Authentication feature, provided by Ekran System. A second layer of authentication allowed to improve the security of corporate server, as it allows to identify the person, who uses the generic/shared login account, and limit the access to specific users.