

## How a Global Top 30 Bank improved the health of its voice systems with Assertion's Smart Logging Solution.

### The Challenge

The bank needed to collect logs from its voice systems, filter out some that matched audit and regulatory criteria, and store them separately. How does one collect logs from 800+ disparate systems, especially when some of them don't even support the SIEM agent?

Global organizations have to deal with the reality of heterogeneous systems – multiple vendors, multiple platforms, multiple protocols – and all the attendant challenges they present. Add to that the management, audit, and regulatory requirements that have to be imposed uniformly across these systems, regardless of their capabilities – and it's a recipe for a operations team headache.

Our client, a Global Top 30 bank that operates in 60+ countries on a voice network of Avaya, Cisco, AudioCodes, Oracle, and Verint Contact center products and Microsoft Skype for Business for Collaboration wanted to collect logs from 800+ disparate systems, filter out the IAM logs (Identity and Access management) and archive them separately for audit / regulatory purposes.

Normally, in simpler, more homogenous networks, this would be fairly straightforward. But with this client, two problems popped up:

- Not all products supported the Splunk HIDS agent, so collecting logs from every voice asset was not possible.

- Some systems could only send logs to a single destination, so a method was needed to “clone” the logs, so one copy can be archived in raw format while another copy can be filtered to get only the IAM logs.

### The Root Cause

In a multi-vendor environment like the one that the client has, there are always issues of interoperability. This is especially pronounced when multiple generations of systems are required to co-exist and co-operate. SIEM systems are a relatively new phenomenon, and earlier generations of voice system products often lack the capabilities required to support them.

### Conventional Approaches

Organizations collect and store logs for multiple reasons and many of them are business-oriented, such as monitoring, system management, error tracking, root cause analysis and so on. In such scenarios, lack of logs from certain systems can be an inconvenience and may even be troublesome, but that's as far as it goes. When audit and regulatory requirements kick in, however, the lack of logs becomes a critical problem. And organizations usually have to struggle with finding ways to collect and manage logs from systems, sometimes to the extent of even replacing systems that lack logging support.

## The Solution - Assertion<sup>®</sup> Smart Logging<sup>™</sup>

To solve the client's challenges,

- About 800+ voice servers from the bank were connected to multiple Scanner nodes (about 50 assets per node).
- Smart Logging collects logs from every voice system in accordance with whatever protocol and method it exposes to provide the logs – syslog/UDP for Linux systems, events for Windows systems, login and read a log file or a read database entry for systems that do not support a standard way to stream logs.
- The logs are cloned into 2 copies, with 1 copy (the raw logs) being stored on a NAS location (network attached storage) and the other copy going through a filter that retains the IAM logs while purging the rest.
- The filtered logs are organized in a directory structure per type of product, per asset and per date, so it is easy to retrieve when necessary.

## The Privacy Benefit

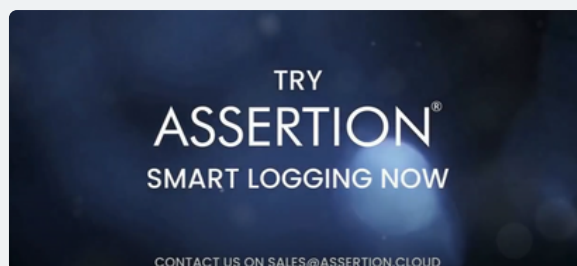
Certain PII, as defined by the client, are detected in the logs and masked out before the logs are archived - this ensures that client rests easy that they will always be compliant to internal and external rules around data privacy.

### About Assertion<sup>®</sup> Smart Logging<sup>™</sup>

Assertion Smart Logging helps voice operations teams proactively monitor on-prem voice systems. It helps voice operations teams work more effectively by enabling cross-platform monitoring of errors and events, with quick and easy access to logs, enabling faster analysis of root causes of issues.

Key benefits are:

- 1-click access to logs from all voice assets via the portal
- Track errors, alarms and custom events like certificate expiry
- Detect operational issues like loss of logs, call failures etc.
- Detect loss of recordings



**Watch the solution video and  
contact us Today for a trial**

Helping You Meet Your Voice SLAs - One Log at a Time