



INDUSTRY

Online retail clothing sales

COMPANY PROFILE

This world-class apparel business operates multiple enterprises under multiple brands.

BUSINESS SITUATION

Had difficulty meeting Payment Card Industry Data Security Standard because of non-compliance of their non-Windows systems.

SOLUTION

Used Microsoft Active Directory and Likewise Enterprise to establish one ID per user, centralize user and access administration, and enforce global password and security policies.

BENEFITS

Achieved PCI compliance.
Reduced workload for administrators.
Streamlined logon processes for users.

Major Retailer Achieves Compliance With the PCI Data Security Standard

“This integration has been very successful from both the engineering and security perspectives, as well as from the feedback we have received from our business partners. Just the idea of having one ID to access multiple systems across multiple enterprises was very well received. We are now meeting all our PCI and SOX requirements for system-level access controls.” — *Senior IT Director for Application Management.*

Introduction

This retail clothing company was operating multiple brick-and-mortar enterprises using a complex patchwork of systems for identity management across its Unix, Linux, and Windows systems. When the company created a new division to handle consolidated online sales for all its enterprises, the complexity of their systems came to a head. The online division was having difficulty complying with the Payment Card Industry (PCI) Data Security Standard. The problem was that too many different operating systems, domains, and directory services made it impossible to manage user ID and passwords systematically. After attempting to develop a proof-of-concept solution in house that involved password synchronization and identity replication, the company realized that doing it themselves would cost too much in the long run. Instead they turned to Likewise Enterprise to help them create a single domain solution with one ID per user managed in Microsoft Active Directory across all their heterogeneous enterprises.

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Situation

Any business that processes, stores or transmits cardholder data must comply with the PCI standard, a set of requirements developed by Visa, American Express, Discover Financial Services, and others. The standard includes requirements for strictly controlling access to customer data, authenticating business users, monitoring access, maintaining a secure network, and auditing system resources. Failure to comply can result in the revocation of the privileges to collect credit card payments.

Requirement No. 8 of the PCI standard is to assign a unique ID to each person with computer access, and the online division of this major clothing retailer was unable to comply with it because of the complexity and non-integration of their systems.

“We had multiple directory services and multiple active directories and multiple LDAPs as well as stand-alone proprietary directory services inside applications,” the senior IT director in charge of application management for all the online stores explained. “And of course by implementing these independent and isolated directory services, we had a lot of inconsistencies in user IDs. It was very challenging to have any password enforcement and to enforce any kind of policy across the enterprise without some sort of integration.”



Although the immediate concern was PCI compliance, the company also needed to address larger issues of inefficiency in the workplace. “For the end users, engineers and developers, it’s very difficult to maintain continuity for their day-to-day work with multiple account IDs and passwords across the enterprise,” the IT director said. “It’s very challenging.”

Solution

The company undertook an identity management initiative with the twin goals of (1) complying with the PCI standard and (2) reducing the complexities of user administration. As the company gathered requirements for this identity management initiative, it became clear that they needed a solution with the following features:

- Ability to integrate multiple OS into a unified, secured directory service
- Conservative use of system resources
- Ability to use common policy from the directory service that fits PCI compliance
- Stable, scalable, and easy to manage

They began their strategic evaluation process by considering do-it-yourself solutions built around password synchronization and identity replication. However, the complexities of creating a solution from scratch were daunting, and the end result would be strategically questionable.

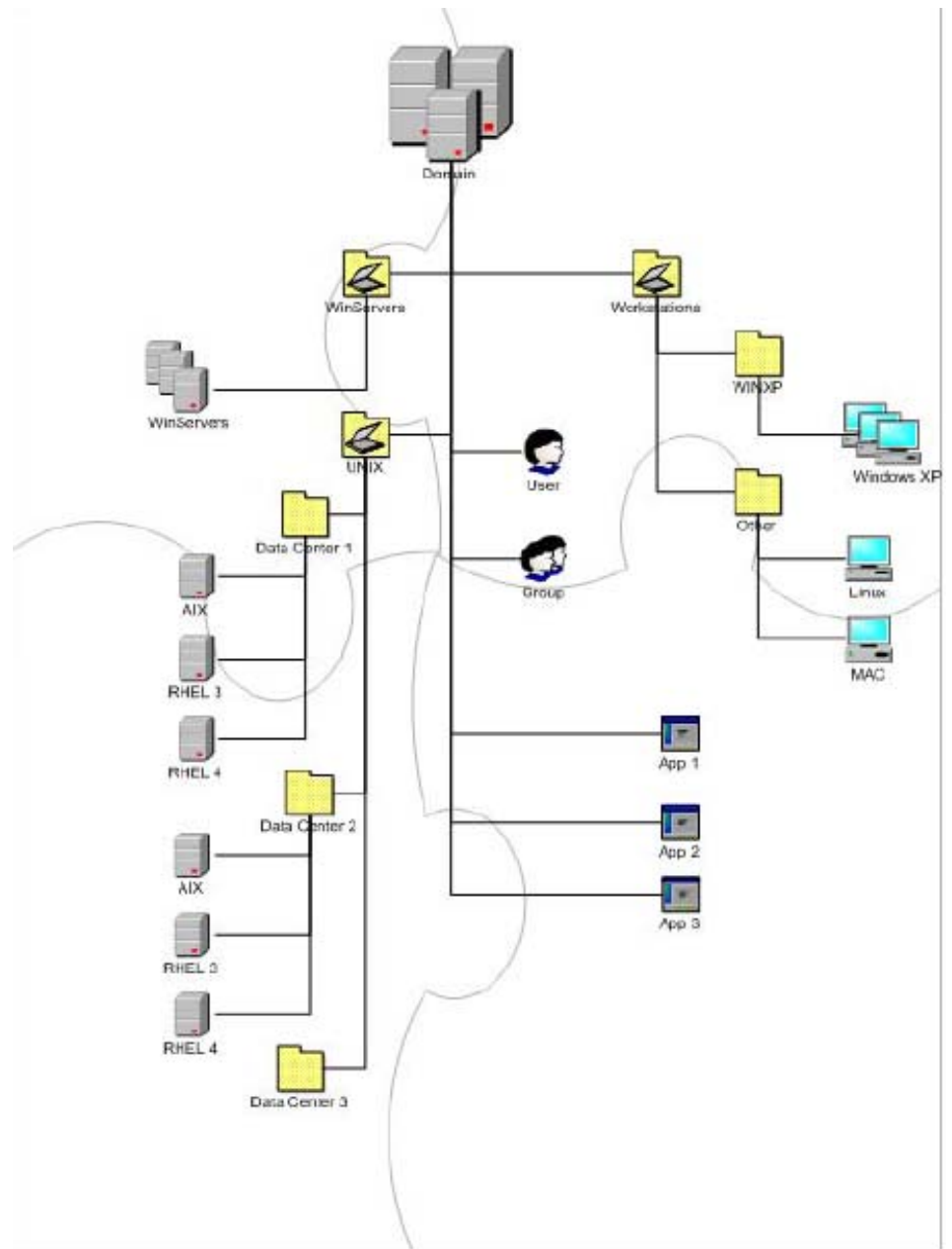
“As we began to investigate some of these do-it-yourself solutions, we began to see a pattern of challenges and limitations that impacted the work-life balance,” the IT director said. “When we looked at some of the custom solutions that we would be able to develop in house, what we found was that they created a lot of single points of failure, and they required a lot of specialized engineering and resources to support and maintain these systems. In the end it just cost more to do it ourselves.”

The company wanted to simplify, not over-engineer its directory services. So they went to the marketplace in search of solutions. “Once we saw that there was the ability to integrate some our directory services, we realized that in the long term for our business this was a very desirable event,” the IT director said.

Case Study

Leading Online Retailer Achieves PCI Compliance

After considering alternative directory services, the company chose Likewise Enterprise, in part because they already had experience and confidence using Active Directory. Likewise Enterprise enabled the company to integrate all their different systems – from Unix data centers and proprietary applications to Windows, Linux, and Mac workstations – into a single domain with consolidated DNS and a structured Active Directory.



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Most importantly for PCI compliance, company employees can now log onto multiple systems with a single user ID and password. With one unique ID provisioned and centrally managed through Active Directory, a user at the company can log on Windows, Unix, Linux, and Mac OS X computers with an encrypted password that is securely authenticated against the Active Directory database. This "one user, one ID" system, along with the ability to centrally enforce password policies, was exactly what the company needed to solve its PCI compliance problems. The company is now meeting all their PCI and SOX requirements for system-level access controls.

This solution did more than just solve the company's compliance problems, though, it also yielded noticeable benefits in productivity. "By integrating our directory services across multiple platforms, we saw real improvements in security and management of our enterprises," the IT director said. "The feedback from our developers and engineers and business partners was extremely positive, as the single sign-on has reduced the complexity of their day-to-day work. Just the benefits in resourcing your engineering staff alone pays the price of admission."

For More Information

For more information on Likewise or to download a free 30-day trial version, visit the Likewise web site at <http://www.likewisoftware.com>.

For general questions, call (800) 378-1330 or e-mail info@likewisoftware.com.

For technical questions or support for the 30-day free trial, email support@likewisoftware.com.

ABOUT LIKEWISE

Likewise® Software solutions improve management and interoperability of Windows, Linux, Mac OS X, and Unix systems with easy-to-use software for cross-platform identity management.

Likewise provides familiar Windows-based tools for system administrators to seamlessly integrate Linux and Unix systems into Microsoft Active Directory. This enables companies with mixed networks to use existing Windows skills and resources, maximize the value of their Active Directory investment, strengthen the network security, and lower the total cost of ownership of Linux and Unix servers.

Likewise Software is a Bellevue, WA-based software company funded by leading venture capital firms Ignition Partners, Intel Capital, and Trinity Ventures. Likewise has experienced management and engineering teams in place and is led by senior executives from leading technology companies such as Microsoft, F5 Networks, EMC and Mercury.