AT A GLANCE

Siam City Bank Uses Imperva to Strengthen Online Banking Application

Overview

Siam City Bank, PCL (SCIB) was established in 1941 by government officials and members of the royal family of Thailand with initial registered capital of Baht 1 million. After the merger with Bangkok Metropolitan Bank in April 2002, SCIB was re-listed in the Stock Exchange of Thailand in December 2003. SCIB is the 7th largest bank in the Thai commercial banking industry.

Viroj Saengvongrusmee, First VP and Manager, Information Technology, Siam City Bank, PCL, said, "I feel that the use of Internet with mobile banking needs to go together, in the near future, clients may not come to the Bank anymore especially with the new generation, they will probably work from home or via mobile because it has lower costs, this trend will surely come to pass and the Bank has prepared ourselves for services in this area. If you visit our branches, you will notice that there are fewer clients visibly who come to the Bank and the clients who come to the Bank are elderly or those who are not interested in technology. New technology will be used within the Banking system therefore lower investment; all Banks are trying to provide electronic services."

Recognizing this, SCIB has implemented an online banking application. To operate online, the security system for protecting sensitive client information is very important. Viroj Saengvongrusmee explained the background for choosing the Web application firewall solution from Imperva, "Although this was implemented by end of 2008, the process of our purchasing evaluation started since the beginning of that year as we considered evaluating every known WAF product in the market and we shortlisted the products based on IT statistical information, such as finding out the leading vendors in the Web application firewall space. … In the final analysis, we tested two vendors' WAF products, including that from Imperva, to learn for ourselves the pros and cons. The results of these tests were very similar, but the reason we chose Imperva was it had the adaptability to be able to keep our Web site protected at all times even in the event of an unforeseen Internet problem. Additionally, the Imperva support team promised to support us and solve any problem that was related to SecureSphere within 24 hours, which was acceptable to us. If the system stopped working at any point, it would surely cause major problems to our clients. Imperva assured us that they will be available 24x7 to support our needs."

Business Problem

Viroj Saengvongrusmee said, "We use the Imperva system along with our Internet Banking system at the head office where we offer online services to our clients and also applied it to the normal Internet system for clients who contact the Bank directly or where the Bank contacts the clients via Internet as we wanted to monitor any problems that the internal user may face with incoming messages, which gives us an overall assurance of the intent system; as these are our two weak points we want to handle them first. Our branch offices are still using the client server, which is a private network, and today there is no major

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encounter with the security system but once the branches switch to using a Web based application, we will need to consider a solution for protecting the application. As users for Internet Banking are expanding rapidly the services will need to expand to meet those increased demands."

Currently, with Imperva SecureSphere Web Application Firewall in place for its head office, SCIB has not faced any Web attacks. The IT department was initially concerned whether the information provided online by clients will take a long time to process, considering the information needs to pass through various security systems. However, SecureSphere does not slow down the passing of the information to the Web server. In fact, one of the main advantages of SecureSphere is that it incorporates kernel-based processing for monitoring Web traffic, ensuring high performance and availability of the online banking application.

Technology Requirements

Siam City Bank indicated that the primary benefit of deploying a Web application firewall is that they have a sense of assurance that they have the tools that will help strengthen their system. Through automated application learning, SecureSphere enables them to develop security policies according to the learned profile.

Imperva keeps security updated on a continual basis because of its dedicated research team, the Application Defense Center (ADC), which regularly researches vulnerabilities in commercial and custom Web applications and understands how applications and databases can be exploited, pushing relevant defenses to deployed SecureSphere gateways on a regular basis. If there is a new application threat that could potentially exploit a vulnerability in SCIB's online banking application, the ADC will automatically update its SecureSphere Web Application Firewall gateway security policy for protecting it against that application threat. Siam City Bank is one of the first Banks in Thailand that has implemented the Web Application for its online banking system.

"By choosing a Web Application Firewall solution from Imperva, we feel assured that we have the right tools to help strengthen our system against any malicious attacks caused by external or internal users of our Internet banking application," said Viroj Saengvongrusmee, First VP and Manager, Information Technology, Siam City Bank, PCL.

The Intelligent Choice for Siam City Bank

Using the SecureSphere Web Application Firewall, Siam City Bank is able to effectively manage Web application security for its Internet banking application.

SecureSphere helps Siam City Bank achieve the highest levels of protection for its applications. As a result, Siam City Bank is able to provide the convenience of online banking to clients whilst maintaining their trust with respect to sensitive data being transmitted through the Web site.

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Viroj Saengvongrusmee,
First VP and Manager, Information Technology, Siam City Bank, PCL

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