



**QUALYS**  
SECURITY ON-DEMAND

# AXA Investment Managers



**QualysGuard Case Study / Financial Services**

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**Raphael Marchand**  
Security Architect

## At a Glance

### Company:

World's largest insurance company with E910 billion in assets under management, 97,000 employees, and 50 million customers

### Location:

Headquartered in Paris, France with offices throughout North America, Asia Pacific and Europe

### Systems Scanned:

Service providers' and company-owned external-facing servers as well as internal-facing servers

### Chief Benefits:

- Dynamic reporting focuses on evolution of network security
- Enables 360-degree view of networks
- Saves security professionals' time
- Assures externally hosted servers conform to security policies
- Preserves customer trust
- Scales overnight to accommodate any size network



**INVESTMENT  
MANAGERS**

## Global Risk Planning and Financial Services Leader Secures Its External and Internal Networks With QualysGuard

The leading worldwide provider of expert advice in risk management and financial planning, AXA Investment Managers protects 50 million individual and business clients' assets. Market factors such as globalization, economic uncertainty, and rising life expectancy accentuate the need for financial protection and planning. AXA IM's strategy to stay ahead of competitors is twofold: first, to maintain long term client relationships by delivering superior customer care; second, to achieve operating efficiencies and optimize profitability by deploying cost-saving technologies.

Along with enabling customers the convenience of Internet access to account information and the ability to conduct online transactions comes the necessity to cost-effectively ensure secure access. This is especially critical for AXA IM, since client data resides both on internal and externally managed providers' servers. "As investment managers, our reputation is paramount. If we jeopardize our reputation, we lose customers and we lose money," notes Raphael Marchand, AXA IM's Security Architect. "We cannot afford an attack on our networks, so we rely on QualysGuard to protect both our external and internal networks."

### Manages Network Security Risk for Professional Risk Manager

"We're in the business of managing risk, and we need a way to effectively and efficiently address network security risks," says Marchand. "With QualysGuard's automated vulnerability assessment service in place, we can be sure that our public servers are highly secure, patches are up-to-date, security policy standards are enforced, and equipment configurations are current."

Already familiar with the QualysGuard platform from working in the banking industry, Marchand had conducted extensive due diligence to evaluate vulnerability management solutions. Over a period of eight months, he assessed various approaches and providers along stringent performance criteria. "QualysGuard is technically the best vulnerability management solution," reports Marchand. "Additionally, when we recommended improving reporting functionality, Qualys was highly responsive. Within a matter of weeks, Qualys engineers addressed all our requests. Today QualysGuard epitomizes my vision of the ideal vulnerability management platform."

**QualysGuard Platform:**  
*Automated Network  
Vulnerability Identification,  
Elimination, and Verification*

QualysGuard is the first scalable, affordable Web service designed for companies of every size. Delivered over the Internet, QualysGuard employs advanced vulnerability detection techniques, with its proprietary Inference-Based Engine, to assess a network's external and internal security exposures and suggest remedies before intruders can take advantage of them.

*"In addition to its huge library of vulnerabilities, a key strength of QualysGuard is its dynamic reporting, which enables us to save time and money. Other vulnerability assessment tools are designed for outside companies to watch your network; only Qualys automates dynamic tracking."*

**Raphael Marchand**  
*Security Architect*



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# AXA Investment Managers

## **QualysGuard Case Study / Financial Services**

### **Automates Vulnerability Tracking With Dynamic Reports**

"In addition to its huge library of vulnerabilities, a key strength of QualysGuard is its dynamic reporting, which enables us to save time and money," Marchand states. "Other vulnerability assessment tools are designed for outside companies to watch your network; only Qualys automates dynamic tracking. Philosophically, this is a big leap forward in managed vulnerability methodology."

Before adopting QualysGuard, every time AXA IM conducted vulnerability testing, IT had to plow through a lengthy report to discern critical findings. "Just reviewing those reports required 50% of a security specialist's time," says Marchand. "With QualysGuard's dynamic reporting, we are benefiting by dramatic time savings. It takes just 10% of a security professional's time to determine which vulnerabilities warrant his attention, and because we save time on this process, we can address other security tasks. What's more, with QualysGuard on duty 24x7, we have more accurate and up-to-date findings. AXA IM has gained a real return on investment by switching to QualysGuard.

Each night QualysGuard runs AXA IM's pre-scheduled scans and delivers a summary email report to Marchand. "We don't have time to launch full scans every day. What we're interested in is tracking how security evolves," he says. At any time his group can order an on-demand scan, which may be prompted by adding a new device to the network or revising security policy.

"First thing every morning I consult my QualysGuard report," says Marchand. "It's a dynamic summary report, very efficient, revealing the differences between yesterday's status and today's. So it takes me only a minute to be sure that security is enforced. Now, in addition to auditing our own networks, we have a way to control our ISPs, who host more than 60% of our public-facing servers. We need to be even more vigilant to assure that system configurations and security policies we have defined are in force every day at our ISPs."

When QualysGuard detects a potential vulnerability, the service links AXA IM's network security administrators to verified remedies, so holes can be closed before intruders can take advantage of them. AXA IM addresses high risk weaknesses immediately, as prioritized by QualysGuard rankings, either by alerting the ISP or, if it is an internal threat, delegating the fix to its internal network security team. Every month the vulnerability containment committee—comprised of Windows, NT and Unix administrative teams—meets to review weaknesses. Each month the tally of outstanding vulnerabilities is reduced, so Marchand knows his team is on top of vulnerability lifecycle management.

### **Supports 360-Degree View of Network Security**

With the adoption of the QualysGuard Scanner appliance, AXA IM also monitors its assets inside the firewall. "The Intranet Scanner appliance is an elegant, highly secure, easy to administer solution for auditing internal networks," notes Marchand. "Now comprehensive internal and external vulnerability assessment is finally an affordable, viable proposition. QualysGuard is now the standard for both our internal and external vulnerability scanning and resolution, providing us with an integrated, centralized management interface for averting attacks from without and within our networks. The enormity of this task, especially in today's environment of wireless access points, makes it virtually infeasible to handle manually."

Beyond securing Internet and intranet networks, QualysGuard helps AXA IM secure its long term customer relationships. For a business that serves customers with personalized financial solutions through each life stage—from asset and personal protection to wealth accumulation and estate planning—maintaining trust is a mandate.