

Success WITH CA

eTrust™

Customer Info AT A GLANCE

Company Name:

Commerce Bank, N.A.

Industry:

Banking

Geographic Location:

Cherry Hill, NJ

CA Solution Used:

eTrust™ CA-Top Secret®
Security for z/OS and OS/390

Biggest ROI:

Resolved security issues
in minutes instead of
hours or days



Computer Associates™

Commerce Bank Resolves Security Issues in Minutes With eTrust™ CA-Top Secret® Security for z/OS and OS/390

Commerce Bancorp, Inc. is a multi-bank holding company, operating primarily in the New Jersey, Pennsylvania and Delaware markets. The company has eight wholly owned subsidiaries: Commerce Bank, N.A., Commerce Bank/Pennsylvania, N.A., Commerce Bank/Shore, N.A., Commerce Bank/North, Commerce Bank/Delaware, N.A., Commerce National Insurance Services, Inc., Commerce Capital Trust I and Commerce Capital Markets, Inc. Through its subsidiaries, Commerce Bancorp provides retail and commercial banking services, corporate trust services and insurance brokerage services, as well as certain securities activities, including trading, underwriting and advisory services. As of December 31, 2001, the company had total assets of \$11.4 billion, total loans of \$4.5 billion and total deposits of \$10.2 billion.

Tracing Activity Back to Users was Difficult with RACF

Commerce Bank had been using IBM's RACF to manage security on its mainframe for several years. "We couldn't trace what was happening inside RACF, so fixing specific security issues took days," said Dave Russell, Commerce Bank's Senior Systems Programmer. The IT support staff had to manually go into the System Display and Search Facility (SDSF) to correct every possible violation that the user could be encountering. They would then continue to research those violations and individually fix them over several days.

"Suppose I'm a security administrator, and someone comes to me and asks what resources they are allowed to access within our system — I couldn't tell them," continued Russell. "Ninety-five percent of our focus is on people and what they are able to do on the various systems. We want to know what people can do. With the RACF security software, 95% of requests that came in took an inordinate amount of time to process. I'd have to

list every resource in the system and see if the particular person was on the access list — a drill takes hours and hours to complete."

"IBM has tools that help with these kinds of processes, but even with the most efficient tools they offer, it was an arduous process," said Russell.



eTrust™ CA-Top Secret®

Security: The People-Oriented Solution

Recently, Commerce Bank replaced RACF with eTrust CA-Top Secret Security for z/OS and OS/390 (eTrust CA-Top Secret) from Computer Associates International, Inc. (CA), reducing security resolution times from days to minutes. "We chose eTrust CA-Top Secret because it provides highly effective tracing in SDSF," said Russell. CA's integrated security solution enables controlled sharing of computers and data, and prevents accidental or deliberate destruction, modification, disclosure or misuse of resources. Commerce Bank also selected eTrust CA-Top Secret as their mainframe security solution because it is people-oriented. "The database structure of RACF is resource-oriented," explained Russell, "whereas eTrust CA-Top Secret is user- or people-oriented."

eTrust CA-Top Secret allows Commerce Bank administrators to control who uses what resources. Easy-to-use administration tools help them monitor security policies. Reporting features allow them to easily track and adjust to changes in usage and policy. Additionally, unauthorized attempts to access resources are automatically denied and logged for subsequent review.

In some cases, policy and security measures prevent legitimate users from accessing their data and applications. When security is effective, it's transparent to the end user, explained Russell. "But when users have security problems that impact their ability to access information, it becomes a huge issue," said Russell. "When you can resolve the issue in minutes with eTrust CA-Top



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“
eTrust CA-Top Secret gives us tremendous return on our investment; we need fewer expert hours to maintain and administer the product.
”

Dave Russell
Senior Systems Programmer
Commerce Bank

Secret as opposed to hours with competing products, there's a lot of value there.”

Commerce Bank has approximately 800 users whose activities depend on eTrust CA-Top Secret. With the exception of one banking application that uses its own internal security, its entire mainframe system and associated users and subsystems utilize eTrust CA-Top Secret for mainframe security.

Support Decentralization Made Possible by eTrust CA-Top Secret

“eTrust CA-Top Secret made my support decentralization possible,” said Russell, “because it is more structured than RACF. You need a lot less expertise to be effective in the administration of eTrust CA-Top Secret than with RACF. That helps me more easily delegate tasks to other techs.”

According to Russell, “the technical performance for both products is about the same, and support for both is fine. RACF is just cumbersome and difficult to maintain.”

“Everything in our system goes through eTrust CA-Top Secret — it's really user-friendly and fixes are easy if you ever have a problem,” said Russell. “It gives us tremendous return on our investment; we need fewer expert hours to maintain and

administer the product.” eTrust CA-Top Secret is delivered complete with flexible and powerful administrative tools, automatic logging facilities, and extensive reporting and online monitoring capabilities. Authorized individuals are provided a wide range of opportunities to analyze and evaluate computer access activities and trends. Administrators can quickly and easily set and adjust security policies to respond to rapidly changing business needs.

Unicenter® Integration

Additionally, eTrust CA-Top Secret can be combined with CA's Unicenter® to provide security managers with end-to-end control of the distributed environment.

eTrust CA-Top Secret enabled Commerce Bank to quickly resolve security issues. The company was able to trace issues back to actual users rather than unspecific resources. Easy administration allowed it to decentralize its support efforts and more effectively serve its user population. In addition, eTrust CA-Top Secret Security for z/OS and OS/390 allowed the company to save significant time, effort and money while supporting an extensive network.



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