Dome9 Arc and Amazon Web Services
Case Study | Western Union

WESTERN UNION SCALES GLOBAL FINANCIAL TRANSACTIONS WITH DOME9 ARC ON AWS

"As a security department, it's very important to have a quick, reliable, and current view of the configuration and control over the security settings of cloud accounts and assets. This enables us to automate controls and react quicker with fewer resources."

Ewald Wicher
Senior Manager Information Security, Western Union

ABOUT WESTERN UNION

Western Union is a leader in global payment services, helping small businesses, corporations, and individuals in over 200 countries and territories execute money transfers. Its global platform is supported by a multi-channel network built on ever-evolving technology, trusted relationships, and global compliance capabilities.

Headquartered in Colorado, Western Union is focused on developing new ways to meet business and consumer needs through both retail channels and digital platforms such as WesternUnion.com and the Western Union Money Transfer mobile app. The company is also innovating through its WU Connect peer-to-peer platform, which integrates social media and messaging with global, cross-border money transfer services, using Western Union APIs.

INFORMATION SECURITY CHALLENGE

Almost all Western Union global payment services and business operations infrastructure resides within on-premises data centers. Western Union's Information Security team faces the challenge of securing existing on-premises infrastructure while simultaneously integrating a complementary strategy for new systems on the cloud.

In the coming years, the company plans to move more of its services to AWS as it adopts DevOps practices such as continuous integration/continuous deployment (CI/CD), automating development and testing processes, and active application monitoring. Western Union has embraced the DevOps mindset knowing it can help the company accelerate new business capabilities, optimize resources, and expand its international reach with agile support. The question that Western Union faced was how to move forward.
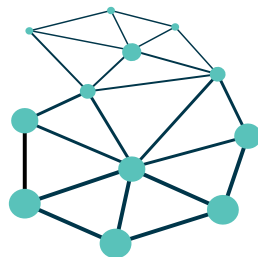
Extensive Global Network (2016 Data):

- 150 million customers served
- Operations in over 200 countries and territories
- Transactions in more than 130 currencies
- Services available through 100,000+ ATMs and kiosks worldwide
- $80 billion in principal moved between customers

THE SOLUTION: AWS AND DOME9 ARC

In 2016, Western Union began exploring cloud Infrastructure-as-a-Service (IaaS) providers, seeking a solution that would enable them to move proactively onto the cloud. After conducting an in-depth review of various providers, Western Union chose Amazon Web Services (AWS).

To complement the security functionality provided by AWS, Western Union looked for an out-of-the-box solution that could provide automated security and compliance controls, as well as visibility into its infrastructure. Most importantly, the solution needed to seamlessly scale alongside its cloud workloads to accommodate the company's new agile development approach. Their choice was Dome9 Arc.

The company decided that all net-new Western Union applications, and applications facilitating new international transactions, would be deployed into production on AWS and integrated into Dome9 Arc. The first application deployed was a portal that provides a window into the operations of on-premises workloads. Months later, other IT operations-focused applications made their way to AWS.

AWS Services in Use:

• Approximately 500 Amazon Elastic Compute Cloud (EC2) instances, and continuously changing

• Over 100 Amazon Simple Storage Service (S3) and more than 5TB of data transfer volume per month

• Amazon EC2 Security Groups, Amazon S3 Access Control Lists, AWS Identity Access Management (IAM)

WHY DOME9 ARC?

Western Union chose Dome9 Arc primarily for its compliance engine, which delivers fast audits and security assessments via automated data aggregation and testing against standards. The Governance Specification Language (GSL), an intuitive compliance language, bridges the gap between the security engineers who write the compliance rules and the developers who implement them. With the Dome9 Compliance Engine, Western Union can measure the compliance of its environment against its own pre-determined security standards.

Western Union also chose Dome9 for its ease-of-use. Dome9 Arc's simple installation processes allowed Western Union's security engineers to implement the Software-as-a-Service (SaaS) solution by themselves, assigning roles for integration into Dome9. While Dome9 provides responsive support available to all customers, Western Union didn't feel they needed it for successful onboarding.

Ease-of-Use

• Simple deployment and onboarding of the Dome9 Arc agentless SaaS solution

• Far more intuitive and efficient compared to manual operations and homegrown tools

Fast

• Onboarding multiple AWS accounts onto Dome9 took just 5 minutes

• What was once done by cumbersome scripts can be accomplished with Dome9 Arc very quickly

Cost Efficien

• Western Union has freed up staff time by using Dome9 Arc's automated features

RESULTS: DOME 9 ARC IN ACTION

Before workloads go into production, Western Union's security operations team defines compliance requirements using AWS and Dome9 recommendations. A security engineer (embedded within the development team) then reviews the requirements and sends them along to developers to implement. Ongoing fixes are made by developers in response to Dome9 Arc's monitoring and security team recommendations.

3   Western Union Security engineers **use** Dome9 Arc **daily**

20   Western Union Developers and other engineers **use** Dome9 Arc **in a month**

WHAT'S NEXT?

Western Union's next step is to map out company plans for operational improvement to determine where AWS and the Dome9 Arc security solution can fit in. Once a roadmap is in place, the company then hopes to:

• Add more Western Union applications into production on AWS

• Export data out of Dome9 and integrate it into the company's risk management solution to create a centralized view of additional application risks

• Implement regional lockdowns for additional accounts

ABOUT DOME9

Dome9, the public cloud security company, delivers peace of mind to enterprises through security and compliance automation as they scale in any cloud. Dome9's agentless SaaS solution provides operational efficiency for faster time-to-protection. With Dome9, organizations gain full visibility and control of their security posture in the cloud, allowing them to minimize their attack surface against vulnerabilities, identity theft, and data loss. Enterprises choose Dome9 as their key partner to provide the active protection necessary throughout their cloud journey. Learn more at **https://dome9.com**.

LEARN MORE

To get started with Dome9 Arc on AWS, visit **Dome9 Arc** or **Dome9 on AWS**

ABOUT AWS

For 10 years, Amazon Web Services has been the world's most comprehensive and broadly adopted cloud platform. AWS offers more than 90 fully featured services for compute, storage, databases, analytics, mobile, Internet of Things (IoT) and enterprise applications from 42 Availability Zones (AZs) across 16 geographic regions in the U.S., Australia, Brazil, Canada, China, Germany, India, Ireland, Japan, Korea, Singapore, and the UK. AWS services are trusted by millions of active customers around the world monthly --including the fastest growing startups, largest enterprises, and leading government agencies --to power their infrastructure, make them more agile, and lower costs. To learn more about AWS, visit **https://aws.amazon.com**.