CLOUD
MANAGEMENT SUITE
By Verismic Software

FOUR USES FOR FORENSICS IN IT SYSTEMS MANAGEMENT

Unapproved Software Installation

In a 2013 survey, a global antivirus company performed a routine scan of their customers' environments. The study found that nearly 80 percent of employees used unauthorized software on their endpoints. Most users had admin level privileges on their system because they used laptops from home, while other users were from the IT support department.

Unauthorized software presents a security threat to an IT environment. Cloud Management Suite provides a thorough inventory, giving peace of mind to the IT manager. The manager can review what software is installed, when it was installed and which users are logging onto the system to use software. Whether the user is working from home or remotely, Cloud Management Suite enables the IT manager to effectively manage the environment.

Simple reports from the intuitive web console enable the IT manager to view all software installed throughout the environment which do not belong to the company baseline. Without Cloud Management Suite, this would be a painful and time consuming project.

Missing or Stolen Laptop

Company equipment goes missing for many reasons. It is often ordered to the head office for repair and left in a cupboard to gather dust. Other times, the company system is unlawfully removed, creating a significant loss to any business due to the substantial price of these devices. Using Cloud Management Suite, each system can be audited within your environment, identifies the system in use, when it was last seen and who was the last user on the system.

Our unique micro responder lets you track all assets, regardless of where they are, whether they're no longer on your network or in another country, but still connected to the Internet. The complete inventory history shows when the system changed hands and which users are likely to know the location of your system.

Nothing changed. Why is my PC so slow?

It normally goes something like this.

Customer: My PC is running slow. It was fine yesterday.

Helpdesk: Have you changed anything recently?

Customer: No.

Helpdesk: Oh . . . Well I don't know what's wrong.

As you can see, employees do not always know what changes have occurred. Or they don't want to admit it. Using Cloud Management Suite, the power of history is at your fingertips. It could now look something like this:

Customer: My PC is running slow. It was fine yesterday.

Helpdesk: Okay, let me check your history. I see you have installed this software. Do you know how that happened?

Customer: Oh, I downloaded that from the Internet.

Helpdesk: Would you like me to uninstall that for you?

Customer: Yes, please . . . it's working fine now. Thanks!

The power of history enables your helpdesk to see changes to any device over any period of time. Identifying the cause has never been easier.

Who disabled disk encryption?

The IT manager is called to meet with the IT security manager. As the IT manager sits down, he sees a laptop on his desk with a sticky note that says “found on bus.”

The IT security manager points to the laptop and says, “Do you know where this was found?”

The above story is a common nightmare for any IT manager, but they often don’t worry about the laptop’s data safety. Hard disks are not always encrypted.

Following inspection of the device, the disk was not encrypted. Company data was removed and leaked onto the Internet. How could this happen?

Inventory History

Using Cloud Management Suite's inventory history, the IT manager can see the exact day it was disabled, who performed it and what other changes occurred on the same day. Changed items pop in red, so it's clear where you need to drill down and isolate the problem. Simplified detection reduces helpdesk call time, thus reducing problem resolution time.

With this evidence, the IT manager can create a case to identify the employee responsible for the data breach, providing audit reports which were successfully used to bring the issue to a close. At the same time, the IT manager quickly identifies all laptops which did not have encrypted hard drives and fixes them before the IT security manager finds out.

To seize an expanded role while keeping pace with innovation, IT teams must take the lead and assume the position of driver and trusted advisor. This allows organizations to create competitive advantages by utilizing cloud solutions to solve complex technology challenges. Not every system needs the same level of control, but IT professionals can begin by assessing the sensitivity of their business systems and department functions.

By determining how IT departments can support the enterprise and enhance employee productivity, they will surely foster a culture of collaboration and innovation. Protection of the organization's most valuable assets will secure IT's place and guide companies through the next wave of new technology.

ABOUT US

Verismic Software, Inc. is a global industry leader providing cloud-based IT management technology focused on enabling greater efficiency, cost-savings and security control for users, all while engaging in endpoint management. Headquartered in Aliso Viejo, Calif., Verismic is a growing and dynamic organization with offices in four countries and 12 partners in nine countries. Over the past two years, Verismic has worked with more than 150 companies ranging from 30 to 30,000 endpoints delivering a variety of solutions for organizations of all sizes as well as managed service providers (MSPs). Verismic's software portfolio includes the first-of-its-kind agentless, Cloud Management Suite (CMS); Power Manager; Software Packaging and Password Reset. For more information, visit www.verismic.com.

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