



## Automated Clientless Endpoint Management for Managed Service Providers

### Executive Summary

Promisec INNERspace™ offers Managed Service Providers a unique opportunity to expand their service portfolio beyond just traditional gateway managed security offerings. Experts suggest that 95% of IT and security problems can be fixed with endpoint management. Most MSPs provide a wide range of services around Firewalls, IDS/IPS, IAM, Routers and other appliance based hardware solutions.

Many of these traditional MSPs have been very successful at building robust and cost effective solutions to protect their customers' perimeter. The problem with expanding their service offering to include the vulnerable internal network –laptops, desktops and servers lies in the differences between managing a device based solution and managing hundreds to thousands of individual endpoints per customer.

Historically, managing endpoints requires installing an agent on every single endpoint in the network, in essence and by design eliminating the viability of providing endpoint management solutions for most MSPs. Promisec's unique clientless technology overcomes this limitation. Running from a server in your Network or Security Operations Center, with simple lightweight Sentries installed at each customer site, Promisec will enable you to provide robust endpoint management for Compliance, Inventory, Security Monitoring & Alerting and Power Management for all of your customers' endpoints.

### Promisec MSP INNERspace Service Offering

The Promisec INNERspace platform enables MSP providers to provide endpoint management or endpoint management plus power management solutions to their customers on a hosted basis as follows:

How can Managed Service Providers efficiently and economically meet the increasingly complex demands of their customers?

With MSP solutions from Promisec that utilize proprietary INNERspace technology.

Endpoint Management	Endpoint Management Plus
▶ Compliance	▶ Compliance
▶ Inventory	▶ Inventory
▶ Security Monitoring & Alerting	▶ Security Monitoring & Alerting
	▶ Power Management

### Compliance

One of the most foreboding tasks CIOs & CISOs face is maintaining compliance at the end-user level. Users often do not install updates that interfere with their work and use a variety of unauthorized software, peripheral devices and freeware at their workstations. Promisec MSP's fully automated 24/7 remote internal network management ensures that all endpoints are installed with the latest updates and service packs, all clients (agents) are up-to-date and operational and no unauthorized changes are made at the endpoint.

Features include:

- ▶ **Management of anti-virus clients, personal firewall & HIPS** – using a pre-defined list of the most common anti-virus products in the market, the MSP administrator can choose the customer's AV vendor and version and allow the customer to know (24/7) exactly where the AV client is not installed, not running or outdated, a common problem often identified upon Proof of Concepts (POCs) where many organizations endpoints fail a compliance check 10-30% of the time, often despite false positive health reports from the AV Console.
- ▶ **Management of additional 3<sup>rd</sup> party agents** – with a User-Defined Module, the MSP administrator can define (in plain English) a critical “service” or “process” that the customer wants to validate (whether it exists or does not exist) in the network.
- ▶ **Service Packs** – the MSP administrator chooses the customer's required service pack for every windows machine or business unit. The customer will know (24/7) exactly where there are machines whose service packs are not compliant.
- ▶ **Change Configuration Management** – the MSP administrator can build a baseline list of “approved applications” and “approved services” from an approved image allowing the customer to identify any new application introduced to the network or any deviation from configured approved services.

## Reduce Complexity, Increase Control and Security

As customers demand more from MSPs inside the networks they manage, those who provide gateway-only solutions are missing out on offering additional and valuable endpoint management services customers are asking for. Promisec INNERspace can help you quickly take advantage of this demand with minimal investment and within the framework of your existing managed service business. INNERspace provides full visibility and control of endpoints and servers with virtually zero impact on your customers' business processes or network performance and eliminates the costs of additional security experts and managers.

- ▶ **Unauthorized devices and connections** – the MSP administrator can configure a list of unauthorized devices & connections to make sure no back door is opened to the customer's network by dual Wi-Fi connectivity, 3G modems, memory sticks, etc. In some cases, when memory sticks are prohibited, the customer can see who is using them.

## Inventory

Provide your customers with a complete list of all hardware and software on each endpoint. The inventory report also includes a count of invalid registered software licenses and applications.

This service helps your customers address:

- ▶ **Software compliance** – a User-Defined Module allows the MSP administrator to define (in plain English) a specific application name and show the customer how many applications the customer owns and their precise location.
- ▶ **Software inventory** – the MSP administrator can quickly sweep the network and provide a complete list of the customer's application inventory.
- ▶ **Hardware inventory** – the MSP administrator can quickly sweep the network and provide a complete list of the customer's hardware inventory.

## Security Monitoring & Alerting

Monitor your customer's network of endpoints and servers (24/7) and offer real time alerts for any deviation or threat with minimal impact on network bandwidth. This service check for potential threats/deviations is based on a database of over 1,500 black list items and includes a customization module to allow for individual customer inspection criteria.

Features:

- ▶ **Black list** – Exhaustive database of threats updated monthly by Promisec with the latest risks. The MSPs can alert his customer (24/7) about who (inside the network) is using P2P applications like Kazaa, Edonkey, Bittorent, Limewire, etc., as well as Remote PC applications, such as LogMein, GoToMyPC, and more. The MSP can also provide a service that will expose other security risks such as open shares, back doors (dual connectivity), unauthorized usage of memory sticks, synchronization devices (IPAQ, Palm, etc.), unauthorized files (video/music), and unauthorized local administrators.

Promisec power management can save your customers up to \$75 per endpoint annually, providing a rapid and measurable return on investment - usually in just a few months.

- ▶ **User-Defined** (customized search criteria) – Promisec INNERspace inspects for the absence or presence of:
  - **Services** – a specific service, its status and start mode
  - **Applications** – a specific application
  - **Files** – a specific file or all files with a given extension
  - **Hotfixes** – specific Microsoft hotfixes (i.e. Security patch KB123) according to the host's OS version

## Power Management

One of the most definitive ways to show immediate ROI and monetary value to your customer is by demonstrating real, quantifiable cost savings. Promisec's Power Management feature does exactly that. With Promisec, MSPs can offer the only clientless power management solution available today. Promisec Power Management allows you to demonstrate to a customer how much power is consumed and how much can be saved by implementing and enforcing power management settings when machines are not in use – on breaks during the workday, at night, on weekends and on holidays.

Experts suggest that an effective power management strategy can reduce endpoint power consumption by as much as 50%<sup>1</sup>, saving up to \$75 per pc annually<sup>2</sup>.

Features & Benefits:

- ▶ **Enforcement** – MSP administrators can enforce pre-defined or customized power management policies.
- ▶ **Ease-of-use** – the MSP has complete remote control of all endpoints in the internal network from Promisec's central management interface.
- ▶ **100% compliance** – you no longer have to rely on the diligence of employees to turn off PCs and monitors.
- ▶ **Enhanced control** – if changes are made to power settings, MSP administrators can change them back in line with their customer's original corporate approved policies.
- ▶ **Schedule to wake machines** – MSP administrators can schedule wake up times for each customer i.e. making sure all machines are on and ready for patch Tuesday.
- ▶ **Immediate savings** – MSPs can demonstrate to the customer immediate environmental and cost savings within hours of deployment.

## **INNERspace Overview**

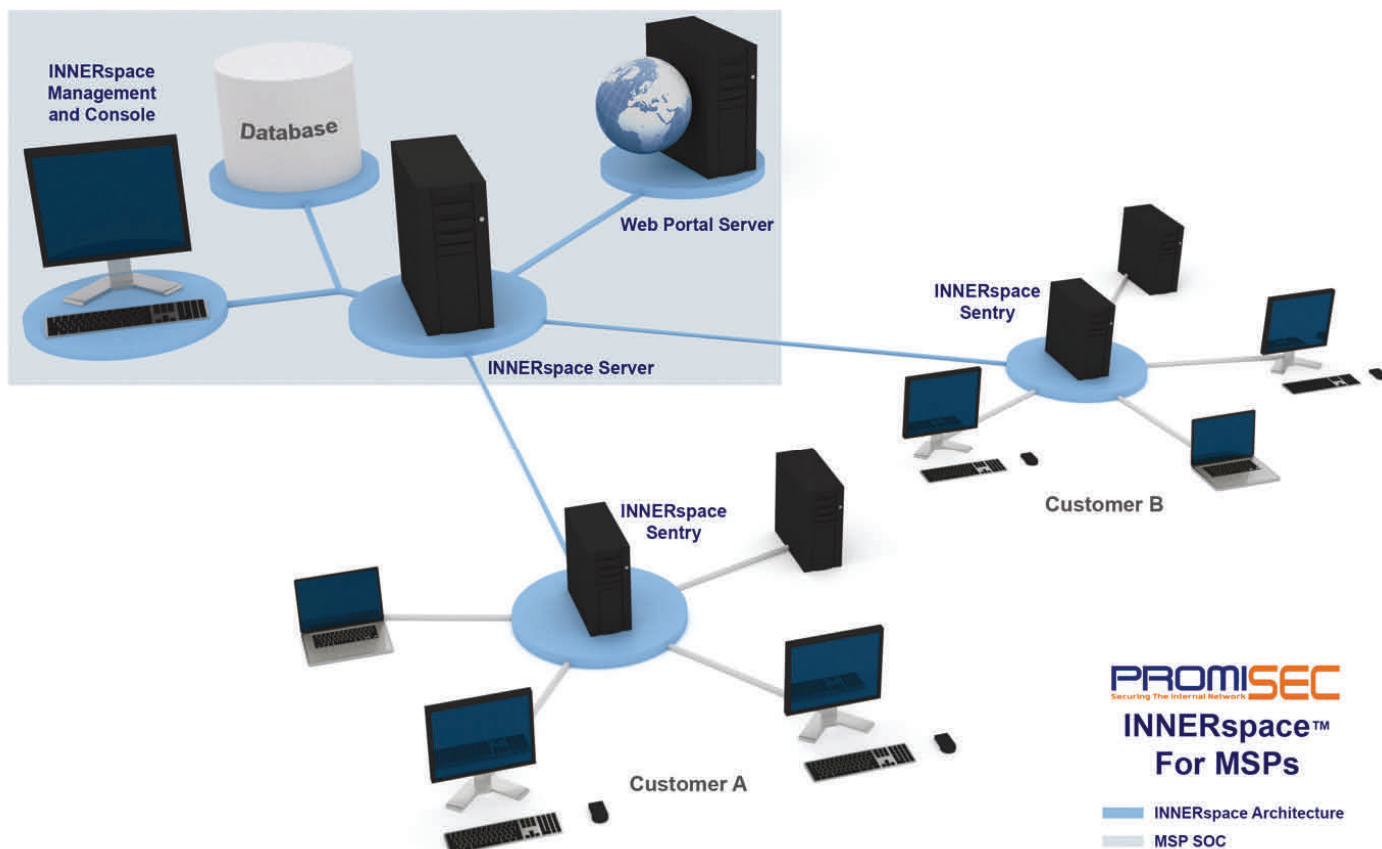
Promisec INNERspace gives MSPs fully automated control and management capabilities for multiple networks (companies) from a single console at the Network Operations Center (NOC). MSP administrators can centrally monitor and manage the optimization & security of endpoints and servers across all of their managed accounts.

Promisec INNERspace is clientless, requiring no clients (agents) or any other software – not even dissolvable agents – on the endpoints. The only software required on managed networks is a Promisec INNERspace Sentry, installed on a single Microsoft machine on each managed network. The Sentry monitors the network and forwards reports and alerts to the NOC, where administrators can review the reports and address any problems remotely without having to physically leave the NOC to access PCs, or even pick up the phone.

In the simplest configuration, a single Promisec INNERspace Sentry monitors all of a managed network's endpoints in minutes (1,000 machines in less than 10 min) for Monitoring, Alerting, Inventory, Compliance and Power Management, without overloading the network or the PC being inspected.

### INNERspace MSP Infrastructure

Promisec INNERspace provides flexible options to easily integrate Promisec’s clientless endpoint management technology into MSPs’ existing remote management infrastructure. Once integrated into a Network or Security Operation Center, the solution only requires a very small application (usually installed on existing infrastructure) called a Promisec Sentry to begin remotely managing your customers’ endpoints and generating immediate reoccurring revenue.



#### Server-Side Components – implemented in the NOC

- ▶ **Promisec INNERspace Server** – handles all communication and management. All communication between the server and the different components is encrypted.

- ▶ **Promisec INNERspace Analyzer** (*optional component*) – receives & analyzes inspection data collected by the Sentries, sends out alerts and stores the data in an internal database. INNERspace is compatible with MS SQL 2005.

## User Interface- for the MSP

- ▶ **Promisec INNERspace Management** – the MSP administrator's dashboard for configuring and managing Promisec INNERspace configurations and services for his customers.
- ▶ **Promisec INNERspace Console** (*optional component*) – an operations interface used to view alerts and create reporting.
- ▶ **Promisec INNERspace Portal** (*optional component*) – a graphical interface to view data from the inspections that allows the MSP and the customer to view all the details and save the findings in various formats.

## The Managed Network – implemented in the customer site

- ▶ **Promisec INNERspace™ Sentry** – uses Promisec's Clientless Endpoint Management (CEM) technology to inspect all servers and hosts within its network.

## INNERspace Implementation Options

An MSP does not always need to implement all INNERspace components. Promisec can leverage the MSP's current infrastructure, offering flexibility.

### Option 1: Using All Components

- ▶ The Promisec **INNERspace Management** manages the **Sentries** via the **Server module** providing user-defined customization for all configuration types (policies), ascribing configured policies to a Sentry and monitoring whether the Sentry is operational. **INNERspace Management** also offers the option of generating the configuration file from a predefined template or by adding individual inspection types to hosts.
- ▶ The Promisec **INNERspace Sentry** sends reports to the **INNERspace Server** module that forwards them directly to the **INNERspace Analyzer**.
- ▶ The **Analyzer** collects the results from all incoming logs and audit reports, categorizes them accordingly, attaches a degree

Monitoring and controlling entire global networks of endpoints and servers with Promisec is quick and easy. There is no client installed on inspected endpoints, and therefore no conflicts with endpoint software components.

of severity to each group of results, flags alerts as required and stores the audited information in the INNERspace Database.

- ▶ The **INNERspace Console**, for use by MSP administrators, is a separate interface for viewing reports from specific Sentries assigned to a particular Console. Log entries in the Console window are color-coded according to their level of severity.
- ▶ The **INNERspace Portal** is a separate interface for the customer to view reports and to generate reports for various formats.

### Option 2: Partial Installation A

The MSP can use the proprietary Database and Portal when there is no need to implement INNERspace Console and Analyzer.

- ▶ The Promisec **INNERspace Management** manages the **Sentries** via the **Server module** providing user-defined customization for all configuration types (policies), ascribing configured policies to a Sentry and monitoring whether the Sentry is operational. **INNERspace Management** also offers the option of generating the configuration file from a predefined template or by adding individual inspection types to hosts.
- ▶ The **INNERspace Sentry** collects and stores all data to a CSV log file for every configuration in a dedicated directory (inside an **INNERspace Server** machine) and will wait until it's analyzed by the MSP proprietary engine.
- ▶ The MSP engine is integrated into the MSP's Database.
- ▶ The MSP Portal collects data from the MSP Database and displays the findings.

### Option 3: Partial Installation B

This option enables the MSP to offer services by sending detailed or executive reports without having to create the infrastructure for a Portal.

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- ▶ The Promisec **INNERspace Sentry** sends reports to the **INNERspace Server** module that forwards them directly to the

## **INNERspace Analyzer.**

- ▶ The **Analyzer** collects the results from all incoming logs and audit reports, categorizes them accordingly, attaches a degree of severity to each group of results, flags alerts as required and stores the audited information in the Promisec **INNERspace Database**.
- ▶ From the Promisec **INNERspace Database**, the customer's findings can be reported via email in various formats (including PDF) and in several pre-defined styles.

## **The Business Case for Promisec Clientless MSP**

**Low Start-Up Costs:** Promisec MSP solutions allow you to leverage your current remote management infrastructure so that you can have INNERspace up and running quickly with minimal start-up costs.

**Zero impact on business processes:** Promisec INNERspace has virtually zero impact on performance and does not require any changes to endpoint hardware, data or applications

**Unprecedented internal network security for enterprises:** MSPs can monitor and control entire global networks of endpoints and servers remotely from a single central location, allowing for unprecedented, clientless network control and optimal business continuity.

**Efficient use of human and network resources:** MSPs do not need to install or update client software on endpoints or troubleshoot user-based problems. Oversaturated networks are not burdened with communication intensive traffic and increased loads on endpoint CPUs.

**Rapid deployment and affordable maintenance:** INNERspace's fully-automated software significantly reduces the cost of internal network security and maintenance and enhances network visibility without interfering in operational processes. INNERspace is quick to install, monitoring begins immediately, and initial reporting results are provided within hours of installation.

**Comprehensive auditing:** Comprehensive audits of all servers and endpoints are readily available. Data is presented in an easy-to-view format and can be further processed in the SQL database.

**Unlimited scalability:** INNERspace can monitor an unlimited number of accounts and networks worldwide from a single central location.

## References

<sup>1</sup> Gartner Research, Publication Date: 31 August 2007, ID Number: G00150422

<sup>2</sup> ENERGY STAR Website: General Technical Overview of Power Management:  
[http://www.energystar.gov/index.cfm?c=power\\_mgt.pr\\_power\\_management](http://www.energystar.gov/index.cfm?c=power_mgt.pr_power_management)

## About Promisec®

Promisec, Inc. provides clientless endpoint management (CEM) software solutions that give corporate IT administrators unprecedented visibility, speed and control over internal network endpoints, in-depth real-time intelligence to identify threats, and the tools to neutralize them. The company's products, Promisec Spectator® and Promisec INNERspace™, are used by a wide range of SMBs and Global 2000 organizations. With 24/7 or on-demand clientless monitoring, compliance and remediation, Promisec protects against business disruption caused by internal network threats while optimizing IT operations and enabling organizations to confidently place trust in their most important assets - their people. Founded in 2004, Promisec's headquarters are located in Israel with offices in New

## For More Information

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