

# The Increasing Need for Endpoint Management Solutions



A Frost & Sullivan White Paper

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## The Impact of Endpoint Monitoring and Control Solutions on Organizations

Enterprise organizations usually view endpoint solutions as platforms for security, compliance and management that heavily impact time and cost resources. Organizations with thousands of endpoint devices, including desktops, laptops and remote servers and data centers are constantly upgrading their endpoint control solutions to reduce security and compliance risks. But at what costs do enterprises protect their endpoints?

The classic endpoint solution is a combination of two main components. The first component is a software agent that is installed on the endpoints. The second component is a management console that gathers and analyzes the information from the endpoints. As organizations continue to see increasing regulation, endpoint solution technology has advanced that is able to address these regulations. Due to the necessity for protection and compliance, many organizations have installed several software agents that perform different tasks on the endpoint device. More and more security and compliance systems have begun to offer an endpoint solution as well that includes anti-virus (AV), anti-malware, personal firewall, compliance settings, and more. These agents need to be managed. However, the associated costs of endpoint management in terms of both money and man-hours are quite high.

Also, client based endpoint solutions often do not operate at optimal levels and are prone to failure due to a host of endpoint management challenges. For example, for an agent-based solution to work, the agent needs to be installed and updated, which is not always the case. Another problem is that the service for the agent needs to be running. This service is prone to malfunctioning, machine conflicts, configuration errors, and end-user tampering. A third problem is that if patches are broadcast in an environment with limited visibility, it is very difficult to validate that the patch was applied on every machine. Limited visibility also can cause agent-based solutions to leave some machines unmanaged. Unmanaged machines could be missing a necessary agent to perform mission critical tasks.

Most problems are preventable if the agents are optimized to do their job. Helpdesk tickets, downtime, loss of productivity, or damage from a virus outbreak can be more easily preventable if IT can ensure that all machines are properly running the AV agent.

Some vendors are trying to consolidate the different software agents into one all-encompassing agent. However, this still does not avoid the many complexities associated with agent software on every device. There is a heightened need for a centralized endpoint management system that can address compliance and security requirements while avoiding well known problems associated with endpoint agents.

The high maintenance and management costs of layering more and more point solutions pushed the market to take a new look at how to approach the challenges of endpoint management. Many vendors have embraced unified solution approaches while abandoning topic-specific solutions. Promisec embraced this conceptually, but went a few steps further with a clientless technology that manages 3<sup>rd</sup> party agents and addresses internal risk and compliance. Promisec is a leading vendor in this new approach.

## **The Promisec Solution for Endpoint Management**

Promisec offers three main products to the market, all with the same clientless technology backbone that differentiates them from the classic endpoint approach adopted in all segments, including security.

Spectator – Launched in 2004, Promisec’s entry level product is a standalone on-demand solution that offers complete endpoint and server visibility from a single laptop, desktop or server. Spectator is ideal for small to medium-sized businesses and offers a more tactical solution for large enterprises. Spectator provides clientless security monitoring, remediation and compliance enforcement for regulations, internal policy and power settings with very little management and maintenance costs.

INNERspace – Promisec’s flagship product is a lightweight enterprise-class software solution that provides automated clientless endpoint management. INNERspace audits the endpoints in a distributed environment, monitoring and alerting for regulatory or corporate policy non-compliance with full visibility on the endpoints and server. INNERspace can also remediate non-compliance issues.

INNERspace is not limited to endpoint compliance. The solution can manage endpoint devices on issues related to security, power management and inventory management. This makes INNERspace a strong tool that manages the endpoint on a multi-faceted level. Another advantage of Promisec’s clientless approach gives INNERspace the ability to monitor and remediate an unlimited number of endpoints with negligible impact on network and PC performance.

INNERspace deploys in a short time frame (e.g. 100,000 endpoints in 3 hours) with no down-time during either the installation or implementation stages.

Managed Security Service Provider (MSSP) – The use of clientless technology gives Promisec the flexibility and visibility to address endpoint management regardless of the size and IT architecture of an organization. Promisec also provides its same core clientless technology to Managed Security Service Providers (MSSPs) for managing multiple companies from one management console. By placing cost and time-saving issues as top priority second only to security, Promisec leveraged its patented clientless technology and managed to develop a line of products that addresses a number of principal needs in the information security market.

## **Promisec – Technology Innovation Leads To Cost Savings**

Increases in external threats, along with compliance and auditing requirements, are making it more important than ever for organizations to always know that all endpoints are in compliance with expected endpoint policies and configurations. This pushed the information security market to develop solutions that more closely address IT security issues at the endpoint and server level.

Promisec simplifies IT security with a more comprehensive and cost-saving endpoint management approach. Without requiring the installation of an additional client on the endpoints, Promisec technology gives organizations the visibility to manage 3<sup>rd</sup> party agents. Promisec can ensure that all 3<sup>rd</sup> party agents are working at optimal levels on all endpoints and servers. Promisec optimizes the existing security infrastructure to meet endpoint security expectations. At the same time, organizations can accurately monitor for threats and changes, strictly enforcing policies. Promisec’s visibility and optimization components give the solution its key advantage and market distinction.

While helping to fulfill the security requirements of the organization, Promisec’s optimization feature also enables CISOs to demonstrate significant cost-savings. This savings can be manifested in both the short term and long term. In the long term, Promisec’s clientless approach offers a

simpler method that gives system administrators much more speed, accuracy and control to monitor and remediate the endpoints. In the short term, organizations can see immediate savings with Promisec's built-in Green IT solution.

## **ROI Case Study for an Endpoint Management Solution**

### Operation and Management

In these harsh economic times, organizations are looking to implement solutions that not only give them the security and compliance they need but also show a rapid return on investment (ROI). Organizations currently spend a great deal of time on endpoint configuration changes, agent implementation, endpoint management and auditing. These man hours translate into large sums of money for medium to large organizations. Promisec's solution reduces IT staff costs by automating and simplifying the management of endpoint devices, and this is due mainly to the simplicity of processes enabled by the clientless environment.

### Endpoint Management Operations

Two of the most time-consuming tasks that relate to endpoint management operations are performing changes and maintaining constant control of changes in the network triggered by endpoints. Promisec's clientless monitoring and remediation capabilities speed up both of these activities substantially.

### Clientless implementation process

INNERspace constantly monitors all endpoints in the organization without the need to deploy software agents to endpoint devices. The ability to provide the relevant information without the need for a roll-out process saves **85%** of the costs on average related to solution implementation.

### Constant Endpoint Visibility Translates to Faster ROI

INNERspace has the unique ability to proactively monitor endpoint devices in constant time-frames that can be set up to seconds between each time-frame. Since there is a constant visibility of the endpoint topology, INNERspace can immediately respond to any changes in any endpoint device that is not part of the internal policy. This unique, proactive capability enables INNERspace to optimize endpoint management both in terms of performance and focus. INNERspace saves approximately **88%** of endpoint management costs every year, returning a positive ROI after **18-24** months.

### ROI example

Profile of an **actual organization** using INNERspace (Base assumptions about this organization will be used in all ROI calculations below):

- Organization type: **IT software and services**
- Number of employees: **17,000**
- Number of IT personnel: **30**
- Number of endpoint devices: **15,000**

Standard high costs of endpoint management are due to the many man-hours that are required for installing and managing software agents (client) within the endpoint devices. When this requirement is removed, endpoint management costs are reduced substantially.

The following compelling ROI example derives from INNERspace's overall reduction of endpoint management, implementation and maintenance costs. This calculation will show that based on

existing traditional endpoint management solution costs alone, INNERspace delivers a positive and swift ROI.

To ensure that the organization manages all endpoint devices in a secure manner, the security department needs to have a management system that will enable them to control the endpoint devices within the organization. The average number of security personnel (in the above organizational profile) needed to implement and maintain an endpoint management operation is 3, and it will take them an average of 25 hours a week to manage this operation. The average global cost of IT personnel is \$75 an hour.

These calculations exclude an average annual Power Management savings with INNERspace (Energy Star: \$25-\$75 per PC annual savings).

The calculation of the average cost of maintenance and management for endpoints without a management solution (annually) would be:

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$$3 \text{ staff} * (100 \text{ hrs/month} * \$75/\text{hour}) * 12 \text{ months} = \$270,000$$


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The calculation of the average cost of maintenance and management with a traditional endpoint management solution (annually) would be:

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$$3 \text{ staff} * (60 \text{ hrs/month} * \$75/\text{hour}) * 12 \text{ months} = \$162,000$$


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The calculation of the average cost of maintenance and management for the INNERspace endpoint management solution (annually) would be:

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$$1 \text{ staff} * (22 \text{ hrs/month} * \$75/\text{hour}) * 12 \text{ months} = \$19,800$$


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Average implementation cost of a traditional endpoint management solution:

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$$2 \text{ staff} * (160 \text{ hrs} * \$75/\text{hour}) = \$24,000$$


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Average implementation cost of the INNERspace solution:

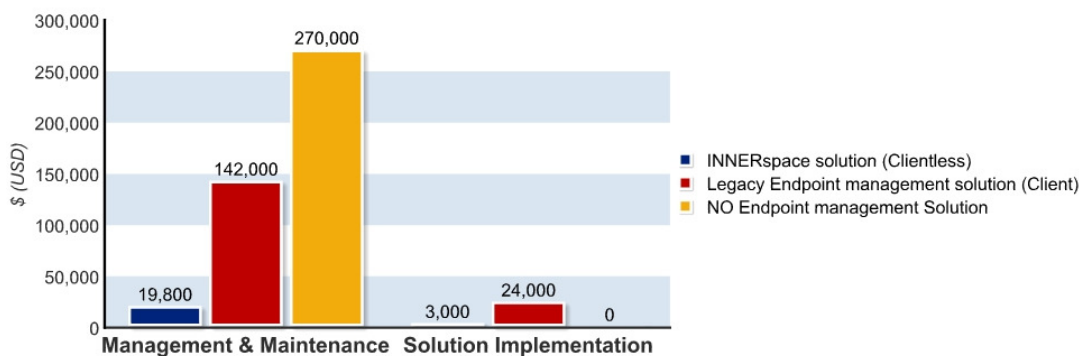
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$$1 \text{ staff} * (40 \text{ hrs} * \$75/\text{hour}) = \$3,000$$


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## Cost Savings Related to Endpoint Management Solutions

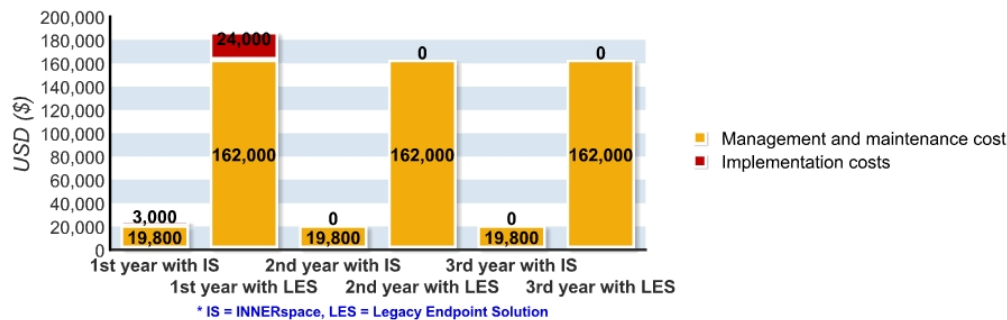
Indirect Cost Comparison Between Different Endpoint Approaches



- This calculation excludes the one-time, first-year cost of purchasing and integrating the INNERspace endpoint management solution for the described organization - estimated at **\$255,000**.
- This calculation excludes the one-time, first-year cost of purchasing and integrating the legacy endpoint management solution for the described organization - estimated at **\$450,000**.
- All calculations are based on the above profiled organization.

## Endpoint Management Cost Savings With INNERspace

3 Year cost of two primary Endpoint activities



The Chart above shows an overall savings of **\$447,600** over three years on management and maintenance costs only.

- This calculation excludes the one-time, first-year cost of purchasing and integrating the INNERspace endpoint management solution for the described organization - estimated at **\$255,000**.
- This calculation excludes the one-time, first-year cost of purchasing and integrating the legacy endpoint management solution for the described organization - estimated at **\$450,000**.
- All calculations are based on the above profiled organization.

### Promisec – An Innovative Solution for Endpoint Management

Promisec is a privately held company with headquarters in Israel and offices in New York and Paris. Promisec was founded in 2004 by former military intelligence experts. The company delivers Clientless Endpoint Management (CEM) software solutions that eliminate threats and optimize corporate internal networks with increased visibility and control over the endpoints. Promisec’s patented technology allows IT managers to identify and resolve security, compliance, and policy issues without making any changes to the network or endpoints.

At the end of 2009, Promisec closed their most significant deal to date by joining Microsoft and Oracle as one of only three software companies to complete an Enterprise license with the State of Texas Department of Information Resources (DIR). The agreement extends the usage rights of Promisec’s technology to more than one million endpoints in all Texas state agencies, K-12 and state institutions of higher education. This deal shows a clear vote of confidence in Promisec’s

approach to endpoint management, both from large organizations and market leaders that partner with Promisec to gain a competitive advantage.

Promisec's customers include Forbes Global 2000 companies and other organizations in the manufacturing and service industries as well as government and healthcare institutions. Promisec is working on a global outreach with a focus on the North American and EMEA markets.

## **Conclusion**

Frost & Sullivan believes that Promisec can significantly reduce many of the costs related to endpoint security and management. Along with capabilities such as fast deployment, internal policy enforcement and compliance auditing, Promisec delivers cost reductions that can only benefit the organization in terms of security, compliance and efficiency.

Promisec's clientless functionality gives organizations the ability to prevent endpoint devices from not complying with internal policies, better understand endpoint behavior, enforce policy in real-time and cost-effectively perform other functions that today cost many man-hours to support. Also, by supporting endpoint energy savings and inventory management Promisec provides the organization with a set of abilities to efficiently address the difficulties in complying with regulations and standards that are not related to security.

Promisec's approach to endpoint management is a positive and innovative development in the information security world. Frost & Sullivan believes that this approach will make Promisec lead the endpoint management market to the next level.