



## amdocs

### A CASE STUDY

Amdocs is the market leader in customer experience systems innovation and employs more than 17,000 people worldwide. Amdocs serves customers in more than 50 countries and uses only cutting-edge technology to ensure its customers experience only the very best service. As a world leader in its field, Amdocs uses its own, in-house developed solutions as well as many other best-of-breed solutions that it has purchased. Maintaining all of these applications across a global network of regional offices has created many challenges.

#### The Challenge

In a large, globally distributed organization, like Amdocs, maintaining the status quo and compliance of endpoints and servers can be extremely challenging. Add to that the need to maintain availability of 3rd party agents, security policies and visibility to risks that emerge from endpoint misuse and you have more than a full time job for a team of IT managers. Amdocs needed a way to gain complete visibility of its global network of endpoints in the most efficient and cost effective way, so as to minimize impact on its employee's performance, while at the same time keeping its network compliant and free from risks.

The company also needed a way to ensure that all of its security and proprietary software agents were always available and not disabled in any way. This included applications with both managed and unmanaged agents. Amdocs were therefore looking for a solution that could provide them with complete visibility of everything that was happening on their endpoints from many different perspectives. They needed to have a holistic view of their compliance status, deviations, if any, from their security and usage policies and to have an understanding of risk trends on a global basis and of each individual regional office.

#### The Solution

Promisec introduced to Amdocs its enterprise class clientless, endpoint management solution known as Promisec INNERspace. This gave Amdocs exactly the type of comprehensive visibility; speed and flexibility for their entire global network from a single central location without the dependency on agents. Promisec INNERspace runs 24x7 and provides automatic or remote, right-click remediation to fix problems wherever they need it.

To test Promisec's visibility, Amdocs used the solution to validate the distribution process of a new GPO policy they had deployed. Promisec INNERspace returned accurate reports of the process's success and assured delivery to each and every endpoint. This saved a significant amount of Help Desk calls, reducing operational overhead and demonstrated a visibly noticeable ROI.

Amdocs chose Promisec INNERspace not only for its clientless functionality, but also because of its ease of use, the speed of its performance within which it could find threats and offer the tools with which to neutralize them. Promisec INNERspace

“With Promisec INNERspace we can control our global security policies, while enabling our regional system and security administrators to view the very same reports. This provides them with visibility and understanding of the risks, their severity and the tools needed to minimize them”.

provided Amdocs with a cost effective solution that did not require a long learning curve or to have specially trained personnel to manage it. Promisec INNERspace fit seamlessly into the existing network without having any impact or conflict with the existing infrastructure installed at the firm and was even able to integrate with, and provide further information to existing system applications that were already installed at Amdocs. Promisec adds a layer to SIM products by providing complete visibility to endpoint security and compliance status.

Additional advantages provided by Promisec's technology is the inclusion of a black list of threats that includes over 1,500 potentially harmful items that could compromise their network and also a white list of 7 independent monitors to create a baseline of what is approved. This enables Amdocs to know immediately when any new object is introduced to any of its systems worldwide. Promisec INNERspace is the only clientless solution to offer immediate reaction to non compliant endpoints with its remote, right-click remediation. The short Mean Time to Repair (MTTR) provided by Promisec is of major benefit to Amdocs and the automatic remediation for many standard errors means that security holes are not left unchecked which could result in a costly security breach. The solution provided by Promisec afforded Amdocs the

## amdocs

### A CASE STUDY

peace of mind that their network is behaving according to expectation while at the same time verifying that their existing security and compliance status is maintained at all times. On-demand audits of their network enables Amdocs to produce reports (focused on a specific problem area or security issue) at any time to confirm that no alien infections or errors have occurred anywhere on their network.

Amdocs also uses Promisec INNERspace to pinpoint trends in security weaknesses and new emerging risks in order to better channel its IT resources and allocate budget to the necessary problem areas. All of the automation provided by Promisec INNERspace enables administrators to complete other lower priorities on their task list and improve their productivity. PC downtime is also minimized since the remediation provided is done in the background without the need to take users off their machines thus improving the productivity of the entire workforce.

### About Promisec®

Promisec, Inc. provides clientless endpoint management (CEM) software solutions that gives 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 York and Paris.

### For More Information

#### USA

##### Promisec USA

Promisec  
55 Broad Street, Suite 20C  
New York, NY 10004  
Tel: +1 (212) 743-9916  
Fax: +1 (212) 889-3213

Email: [sales@promisec.com](mailto:sales@promisec.com)  
Internet: [www.promisec.com](http://www.promisec.com)

Copyright® Promisec 2009. All Rights Reserved.  
All technical specifications are subject to change.



2009 Red Herring 100 Award Winner, honoring Promisec as "one of the top 100 most promising tech companies."

