

## Achieving Global IT Visibility and Compliance: Promisec Integration with Arcsight SIEM

Amdocs is the market leader in customer experience systems innovation and employs more than 17,000 people worldwide. The company has customers in more than 50 countries on four continents and uses only cutting-edge technology to ensure that they experience only the very best service. As a world leader in its field, Amdocs supplements its own proprietary solutions with many other commercial best-of-breed solutions. Maintaining all of these applications across a global network of regional offices creates many challenges particularly when it comes to endpoint and server management.

Maintaining status quo and compliance across such a widely distributed base is difficult enough. But assuring the reliability of third-party agents, observance of security policies, and recognition of risks that emerge from endpoint misuse and it becomes a full time job for a team of IT managers.

### The Challenge

Amdocs needed a way to gain complete visibility of its worldwide network of 20,000+ endpoints in the most efficient and cost effective way in order to simultaneously minimize any impact on its employee's performance and keep 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 up and running 24/7. This included applications with both managed and unmanaged agents.

Amdocs wanted a solution that could provide them with complete visibility into everything that was happening on their endpoints from many different perspectives a holistic

“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 us with visibility and a full understanding of the risks, their severity, and the tools needed to minimize them”.

view of their compliance status, deviations, if any, from their security and usage policies, and an understanding of risk trends on both a global and regional office basis.

### The Solution

Promisec INNERspace. And Arcsight ESM.

A perfect integration. At Promisec, we're known for making the products you already have work better. And it stands to reason, we're able to seamlessly integrate with other third-party systems augmenting and complementing their unique capabilities. By combining the power of Arcsight ESM's SIEM and SCCM utility with Promisec INNERspace, Amdocs is assured that the data it collects is 100% full scope, accurate, rated and refined by way of a direct connection to the endpoints and servers using no “mediators” no WMI, no agents.

Other benefits of integration include 1) that Amdocs receives independent accurate status reports that reflect



actual IT status, showing only what is wrong, based on the policy set in the organization.; and 2) Amdocs saves the amount of work needed to develop “connectors”, as PromisecINNERspace collects vast and accurate information directly.

### The Process

Promisec INNERspace runs 24/7 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.

## The Outcome

Amdocs now has exactly the type of comprehensive visibility, speed, and flexibility they need to manage their entire global network from a single central location without the dependency on agents.

Amdocs chose Promisec INNERspace not only for its agentless 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.

What's more, Amdocs came away a cost effective solution that did not require a long learning curve or 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 include a "black list" report of threats that includes over 1,500 potentially harmful items that could compromise their network and also a "white list" of seven 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 agentless solution to offer immediate reaction to non-compliant endpoints with its remote, right-click remediation. Its short Mean Time to Repair (MTTR) is also a major benefit and automatic remediation for many standard errors means that they will not experience a costly security breach.

Today, Amdocs knows that its network behaves as it expects it to and ensures that their existing security and compliance status is maintained at all times. Amdocs can produce on-demand audits and reports (focused on a specific problem area or security issue) to confirm that no alien infections or errors have occurred anywhere on their network. And, the company can 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.

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## About Promisec®

By providing unique agentless solutions that deliver unprecedented visibility, Promisec guarantees 100% accuracy for the IT business deliverables of service management, compliance, and power management. Using patented agentless technology, Promisec does more than monitor and manage endpoints. Promisec proactively analyzes and fixes IT endpoint issues, particularly those associated with Microsoft infrastructure. Promisec resolves endpoint problems with fast, right-click or self-healing remediation in a matter of minutes with minimal, if any impact on the network or endpoints.

Promisec optimizes IT operational efficiency by lowering cost and increasing accountability. By proactively overseeing everything installed and not installed on the endpoints, Promisec empowers a higher level of accountability by enabling existing IT management and security solutions to actually work as promised. Promisec is a privately held company with headquarters in Israel and offices in New York, India, and Paris. Our customers include Forbes Global 2000 companies and other organizations in the manufacturing and service industries as well as government and health care institutions.