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Solutions

Third Party Monitoring

ObserveIT User Auditing improves server security and optimizes the outsource support ecosystem

The Need:

The increased use of contractors, offshore support teams and outsourcing suppliers exposes your corporate network to countless remote users.

You've established a VPN and installed RSA tokens. But that is only the first step. You need to audit remote users, to be able to demonstrate what they are doing on your servers.

- Know who made each configuration change
- Validate SLA commitments and verify billable activity
- Reduce time-to-repair for config-based system outages

In order to perform their assigned tasks, the outsource and 3rd party vendors that support your IT environment must have access your corporate network. But this access can not come at the expense of your intellectual property or sensitive data security! User recordings can be searched, navigated and replayed to identify any specific activity. Detailed reporting and real-time alerting ensures strict compliance with corporate security policies.

ObserveIT gives you full visibility into all 3rd party remote user activity

With ObserveIT on your network, you can review every action that takes place on your server network. No more fingerpointing, no more hunting for cause of changes, and no more wondering what they do on your servers once you give them access.

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ObserveIT Benefits for Third-Party Monitoring

- **Improved security** - A 'security camera' is the best deterrent against known-user security breaches.
- **Accountability-** Spend less time pointing fingers, and more time improving business.
- **SLA validation** - When both sides of the vendor-customer relationship can show precise SLA response time and billable activity, the level of trust and confidence increases dramatically.
- **Policy messaging** - Deliver critical information to remote users each time they log on.
- **Get back on your feet faster -** Fix server outages fast by seeing the root-cause of error, not just the symptoms.

'Video Cameras' on your servers –Security and deterrence via usage visibility

Without user session recording, authorized users can do anything they want on your network once they log on. But when remote users know that every action is being recorded, they will be much less likely to be tempted into 'funny business'. Just like a video camera at an ATM machine, it may not physically prevent theft, but it stops 99% of potential attacks before they start, by promising swift capture to any policy violators. In addition to the strong deterrent effect of user audit recordings, ObserveIT also provides real-time alerts about specific user activity, according to any policy rule you wish to track. And with window session playback available directly from within any network security platform (ex. SCOM, CA, OpenView), you can rest assured that any improper actions are stopped before they even get started.

No more Fingerpointing: Eliminating doubt regarding who did what

IT managers need to spend more time improving the company business, and less time playing the blame-game. Similarly, outsource vendors want to perform their assignments without concern about what they might be accused of doing. With full clarity of every action that took place on your servers, you are no longer left wondering who performed each action.

Imagine a situation where a remote support technician logs on to for a routine maintenance task, performs the task, and then logs off. An hour later, you notice that 50,000 records in your customer transaction database were deleted. You may find it hard to believe that the support tech would have done it, but the direct timing relationship makes you suspicious. How can you be sure what he did while logged on? With ObserveIT, there is no room for doubt. Simply open the user diary, see a list of every file, application and resource that the tech used, and if necessary, replay a video of the full session.

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Know immediately if SLA commitments are fulfilled

Most relationships between customers and outsource vendors are based on trust and experience. Support Level Agreements are a cornerstone of this trust, allowing IT managers to know that their needs will be met timely. But achieving an accurate measurement of support response time is not always easy task.

ObserveIT gives you the ability to see exact timing of vendor activity, thus verifying the SLA commitments. Vendors enjoy the fact that doubt and subjective measurements are eliminated, with solid, objective timing providing proof of the high service quality being supplied.

Generate precise billable hours reports

Dates and times of support activity are no longer a vague guessing game. ObserveIT provides you with detailed reports showing every activity performed by your outsource support team.

Be sure that users confirm policy and user ticket info

Keeping your IT environment running smoothly requires ongoing communications. For example, it may be critical that for the next two weeks, no one should run a trace on the production database between 07:00 and 14:00. You sent out an email to all you IT staff. But what about the various employees working for your 3rd party vendors? You may have told your point of contact, but did she deliver the message to each of her employees? And even if so, will they remember next time they log on? ObserveIT allows you to deliver these important policy messages to each user, exactly as they log on. By requiring users to confirm reading a dialog box before continuing with their session, you are assured that policy messages have reached their targeted users.

This interaction can also be used to collect information from the user. If you have a support 'ticket-number' mechanism in place for tracking each support call, you can ask the user to type in the ticket number. By associating each user audit with a particular support issue, you have better knowledge of how your resources are being utilized.

Reduce the time to repair

When you suffer a service outage and are seeking a resolution, the most impotant question to answer is "What happened on this server?" Change management tools may be able to show you 'deltas' of what config files or registry values were modified. But what caused those changes? Sometimes, a single checkbox in a user dialog box can trigger dozens of different changes on your system configuration.

ObserveIT takes you straight to the root cause of the problem. Replaying each user session that occurred on the problematic server will show you exactly what needs to be undone. Instead of spending time wondering what might have triggered these config changes, you can simply undo the steps that were taken.