

August 30, 2010 – Product announcement

Press Officer:  
Isabel Vollmann

## **Complete recording and reproduction of user input**

Phone: +49 (0)4 31 / 39 93 - 525

Fax: +49 (0)4 31 / 39 93 - 999

E-mail: vollmann@consist.de

## **More security in IT operations**

**The ObserveIT solution marketed by Consist Software Solutions helps companies maintain an overview of ever more complicated IT landscapes – even in the case of atypical user behavior and activities of external service providers in the company network. The focused use of ObserveIT within an agreed, legally permissible framework helps companies to simplify error cause analyses, optimize processes and improve compliance.**

Kiel – With ObserveIT, Consist is now offering a software solution that supports the secure operation of information technology, enabling complete recording and reproduction of user input.

For today's companies it is increasingly difficult to keep track of who is entering what and when on servers and terminals – especially in the context of complex system landscapes and particularly when external service providers are involved and IT services are purchased. However, this tracking and control are decisive factors in order to be able to keep system operations reliable, ensure data security, maintain legal compliance, and to advance required process optimization.

### **Advantages of using ObserveIT**

ObserveIT generates a record of who enters what and when on servers and terminals. This permits the activities of third parties to be monitored on your own network, and checks to be made of atypical user behavior. It also simplifies the analysis of error causes. Furthermore, administrators can use the software for self-monitoring.

**Consist Software Solutions GmbH**  
A Consist World Group Company

Falklandstrasse 1-3, 24159 Kiel, Germany  
P.O. Box 93 28, 24152 Kiel, Germany

Press Contact:  
Isabel Vollmann

Phone: +49 (0)4 31 / 39 93 - 525  
Fax: +49 (0)4 31 / 39 93 - 999  
E-mail: vollmann@consist.de  
Internet: [www.consist.de/www/en/press](http://www.consist.de/www/en/press)

Company location: Kiel  
HRB Kiel No. 3983

Management:  
Daniel Ries  
Martin Lochte-Holtgreven  
Ines von Jagemann

By documenting work on central systems, ObserveIT is integrated into the company's reporting processes and simplifies them. It can thus make a significant contribution to maintaining compliance with legal requirements and company policy and helps reduce the costs of error analysis.

Furthermore, companies can improve their ratings by using ObserveIT, as the evaluation of potential risk also involves monitoring conduct and documenting company procedures.

## **Functionality of ObserveIT in a safe framework**

The targeted use of ObserveIT within an agreed, legally permissible context is very important.

ObserveIT can be used to record data streams from Citrix, VMWare, RDP, and all other current terminal protocols, and will soon be available for Unix and Linux as well. Agents are installed on the Citrix or terminal servers to be monitored. Depending on the configuration, these agents can record all, or just specific content from sessions. The ObserveIT Application Server is the central control system, and data is stored in a database.

Data transmission is encrypted, and the use of signatures ensures data integrity.

The Web Management Console, in addition to providing facilities for searches and reproduction of recordings, also permits the configuration of permission control. Moreover, user notifications, alarms, and notifications for defined events can also be configured.

This press release contains 2400 characters (including spaces), with an average of 62 characters per line.

It can also be found at [www.consist.de/www/en/press](http://www.consist.de/www/en/press)

**Consist Software Solutions GmbH**  
A Consist World Group Company

Falklandstrasse 1-3, 24159 Kiel, Germany  
P.O. Box 93 28, 24152 Kiel, Germany

Press Contact:  
Isabel Vollmann

Phone: +49 (0)4 31 / 39 93 - 525  
Fax: +49 (0)4 31 / 39 93 - 999  
E-mail: [vollmann@consist.de](mailto:vollmann@consist.de)  
Internet: [www.consist.de/www/en/press](http://www.consist.de/www/en/press)

Company location: Kiel  
HRB Kiel No. 3983

Management:  
Daniel Ries  
Martin Lochte-Holtgreven  
Ines von Jagemann

# Press Release



## More information:

- About ObserveIT: [www.consist.de/observeit](http://www.consist.de/observeit)
- About the test version of ObserveIT:  
[http://observeit-sys.com/partners/campaign\\_consist\\_de\\_ent.asp](http://observeit-sys.com/partners/campaign_consist_de_ent.asp)
- About Consist: [www.consist.de/www/en](http://www.consist.de/www/en)

**Consist Software Solutions GmbH**  
A Consist World Group Company

Falklandstrasse 1-3, 24159 Kiel, Germany  
P.O. Box 93 28, 24152 Kiel, Germany

Press Contact:  
Isabel Vollmann

Phone: +49 (0)4 31 / 39 93 - 525  
Fax: +49 (0)4 31 / 39 93 - 999  
E-mail: [vollmann@consist.de](mailto:vollmann@consist.de)  
Internet: [www.consist.de/www/en/press](http://www.consist.de/www/en/press)

Company location: Kiel  
HRB Kiel No. 3983

Management:  
Daniel Ries  
Martin Lochte-Holtgreven  
Ines von Jagemann

# Company Portrait



**Consist Software Solutions GmbH specializes in the development and maintenance of individual software.**

## Portfolio of services of Consist Software Solutions



The portfolio of services contains three main areas:

- The area of **Professionals & Projects** encompasses the development and modernization of individual software, the sourcing of qualified experts and IT consulting.
- As **Managed Services** Consist provides the maintenance and development of individual software with customer-individual service level agreements up to 24/7 coverage. The Managed Services also include development of applications within the agile software production as well as optional integration of offshore and nearshore resources.
- The third area of business **Solutions** provides turn-key applications for niche markets, e. g. Modawi for secure communication and the proven helpdesk solution SysAid for easy system administration. Furthermore Consist offers different development tools for the modernization of applications.

More than 600 satisfied customers throughout Europe have benefited from over 25 years experience in information technology, as the motto of the Kiel-based specialists is like in the whole Consist World Group *Pushing IT forward!*

## Consist at a glance

### **Managing directors:**

Martin Lochte-Holtgreven, Ines von Jagemann, Daniel Ries

### **Year of foundation:**

1994 (Establishment of the profit center, existing since 1983)

### **Turnover:**

18.4 Millionen Euros (2009)

175 employees (2009)

### **Shareholder:**

Consist Software Solutions Inc. (USA) – a software company with over 35 years experience in IT

**Consist Software Solutions GmbH**  
A Consist World Group Company

Falklandstrasse 1-3, 24159 Kiel, Germany  
P.O. Box 93 28, 24152 Kiel, Germany

Press Contact:  
Isabel Vollmann

Phone: +49 (0)4 31/39 93 - 525  
Fax: +49 (0)4 31/39 93 - 999  
E-mail: vollmann@consist.de  
Internet: www.consist.de/www/en/press

Company location: Kiel  
HRB Kiel No. 3983

Management:  
Daniel Ries  
Martin Lochte-Holtgreven  
Ines von Jagemann