

Minimizing Risks, Optimizing Compliance



Secure IT Operation with ObserveIT

It is increasingly difficult for companies to keep an overview of who is doing what and when on servers and terminals – especially in complex system environments and particularly when IT services are purchased from external service providers. However, it is especially this control capability which is most important in order to keep system operations reliable, ensure data security, maintain legal compliance, and to advance process optimization.

With ObserveIT, Consist is now offering a software product that supports secure IT operation by completely recording and reproducing user input.

Application scenarios

■ Compliance:

ObserveIT enables enterprises to provide complete evidence in case of compliance violations. Through the documentation and active management of IT security in central systems, ObserveIT simplifies the company's reporting processes. ObserveIT also provides a control tool for risk management in case of outsourcing and brings transparency to the service levels performed by third parties.

■ Root cause analysis:

Activities of users (administrators, service providers, or end users) are often the cause of malfunctions of IT systems, which can be analyzed only with difficulty. ObserveIT records all user activity across all applications and enables control of shared accounts, thus making root cause analysis much easier to perform and reducing the costs of error analysis.

■ Risk minimization:

Access to business-sensitive information like customer data, construction data, or personal data is usually protected by authorization regulations. However, employees with high access privileges or access to high-performance tools may misuse access, whether legitimately or with criminal intent. ObserveIT logs these activities as well.

At a glance

ObserveIT is a software package that permits complete video playback of all user activities based on logging entire screen contents of all terminals and remote desktop systems.

Using additionally stored metadata, user recordings can be easily searched, navigated and replayed.

By means of specified permissions and precise regulations of the logging objectives, these recordings and playbacks are conducted in a legally sound manner. You can see exactly what's happening on your servers.

Pushing **IT** forward!

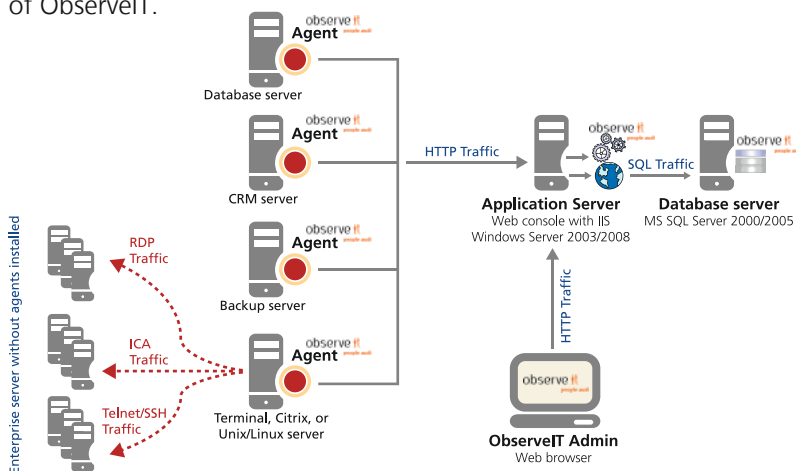
CONSIST
Business Information Technology

How ObserveIT works

With ObserveIT, data streams can be recorded from Citrix, VMWare, RDP, and all other current terminal protocols. For this purpose 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 receives the data which is stored in the database and requires only little storage capacity.

By encrypting the data transmission and using signatures, data security and consistency are ensured. The signature also prevents later data manipulation. The Web Management Console, in addition to providing features for searches and playback of recordings, also permits the configuration of permission control. User notifications, alarms, and notifications for defined events can also be configured. ObserveIT supports Windows, Unix, and Linux.

A commercial agreement on framework conditions is recommended for the targeted use of ObserveIT.



System components of an ObserveIT installation

Interested?

Then download the test version of ObserveIT from www.consist.de/observeit.

We will also be happy to provide a personal consulting meeting and explain how ObserveIT could best be used in your company.

Date: September 2010

Advantage of ObserveIT

- Optimize IT compliance control
- Make outsourcing more transparent
- Save costs
- Reduce the risk of commercial criminal cases
- Document activities and make use of knowledge transfer

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