nVision 10

axence®

Integrated IT management and security

NETWORK
Monitoring
of network devices

INVENTORY
Hardware and software
audit

USERS
Company data security
and employee performance

HELPDESK
System of notices, chat room
and remote help

DATAGUARD
Data protection
against displacement

AXENCE NVISION® GATHERS AND MONITORS INFORMATION IN YOUR NETWORK

NETWORK
Monitoring of network devices

NETWORK FOR FREE

ALL MODULES TO 10
NVISION AGENTS FOR FREE

DATAGUARD
Data protection
against displacement

INVENTORY
Hardware and software
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HELPDESK
System of notices,
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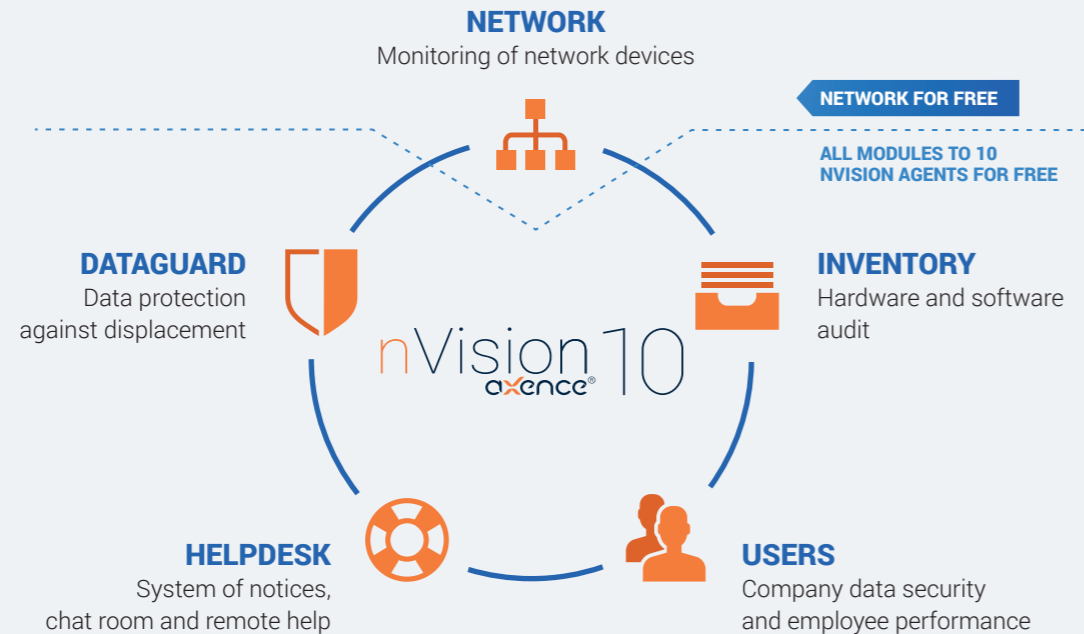
5 MODULES OFFER A COMPREHENSIVE SOLUTION FOR YOUR NEEDS

NETWORK
When you need to monitor the devices which are present and operating in your network and when you want to be informed in advance about any potential failures in the network.

INVENTORY
When you need a full list of installed software, license management, records on fixed assets and automation of the computer inventory.

USERS
When you want to prevent problems with company data security and when you need to monitor employee performance and increase their efficiency at work.

HELPDESK
When you need to manage notices of employees and respond to them easily, and you want to quickly provide them with remote help.

DATAGUARD
When you want to increase the security level in your organization by protecting your data against leaks and network infection from pen drives, and when you want to define security policies for the connected storage media.

NVISION IS USED BY:

ArcelorMittal   BOMBARDIER *the evolution of mobility*   BurdaInternational   DOM DEVELOPMENT   PHŒNIX CONTACT   the Y YMCA

nVision software provides indispensable help in everyday network administration. The key advantage here is that I have all the resources and systems in one place and I don't have to use several applications: for me, nVision means all-in-one.

WALDEMAR CZĘŚCIK - POWIŚLAŃSKI BANK SPÓŁDZIELCZY

WE HAVE WON THE TRUST OF THOUSANDS OF CLIENTS FROM 175 COUNTRIES
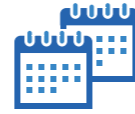
AXENCE IN SEVERAL INTERESTING NUMBERS

BENEFITS FROM HAVING AXENCE NVISION®

WHAT DO YOU GAIN BY INSTALLING NVISION IN YOUR NETWORK?

700 000+
nVision implementations

175+
countries covered

3500+
regular clients

13+
years on the market

READERS OF IT PROFESSIONAL CHOSE AXENCE NVISION® AS PRODUCT OF THE YEAR, FOR THE SIXTH TIME

PRODUKT ROKU 2017
WYBÓR CZYTELNIKÓW
IT professional

2017
PRODUKT ROKU
IT w administracji
MIEJSCE III

COST REDUCTION
Detection of redundant software licenses and the prevention of costly downtimes

PREVENTION OF NETWORK DOWNTIME
Monitoring of network devices shortens the incident response times

NETWORK VISUALIZATION
Visualization of all network resources in the form of maps and atlases

OPTIMIZATION OF WORK
Put your organizational structure in order, and create an Internet use and application access policy

GREATER DATA SECURITY
Protecting data of key importance to the company against leaks

ONE TOOL INSTEAD OF MANY
All resources and systems in one place, without the need to use several applications and incur additional costs

READY FOR GDPR
Mechanisms used in nVision ensure compliance with the GDPR guidelines and mitigate the risk of penalties

TIME SAVINGS
Network visualization in the form of maps speeds up the finding of a work station/ device

Thanks to Axence nVision® we know about the problems before the end user notices them.
MACIEJ FABIAN – PHOENIX CONTACT WIELKOPOLSKA

NETWORK
MONITORING OF NETWORK DEVICES

74% of Polish enterprises monitors the operation of IT infrastructure (in companies from the finance and insurance sector, this is true for 93%, and for FMCG companies – 92%).
Computerworld and IBM study on "Monitoring of IT system operation in Polish companies and public institutions"

59% of people responsible for IT in Polish companies believes that the implementation of IT monitoring tools would improve the security level in their organizations.
Report "Security. Risk. Availability.", TNS at the request of HP Poland

BENEFITS FROM HAVING THE MODULE:

- prevention of costly downtimes by detecting the potential failure reasons
- better performance of business processes due to comprehensive insight into the operation of crucial services
- time saving – transparent reports available immediately

FUNCTIONALITIES OF THE MODULE:

- network scanning, discovery of devices and TCP/IP services
- interactive network maps, user/branch maps, intelligent maps
- simultaneous work of numerous administrators, management of authorizations, access rights
- TCP/IP services: response time and correctness, statistics of packets received/lost (PING, SMB, HTTP, POP3, SNMP, IMAP, SQL, etc.)
- WMI counters: CPU load, memory usage, disk usage, network transfer, etc.
- Windows performance: service status change (start, stop, restart), event log entries
- file distribution with use of WMI

- SNMP v1/2/3 counters (e.g. network transfer, temperature, humidity, power voltage, toner level and others)
- MIB file complier
- support for SNMP traps
- routers and switches: port mapping
- support for syslog messages
- event-actions alarms
- alerts (desktop, by e-mail, by SMS) and corrective actions (program launch, machine restart, etc.)
- reports (for a device, branch, selected map or entire network)
- monitoring the list of Windows services
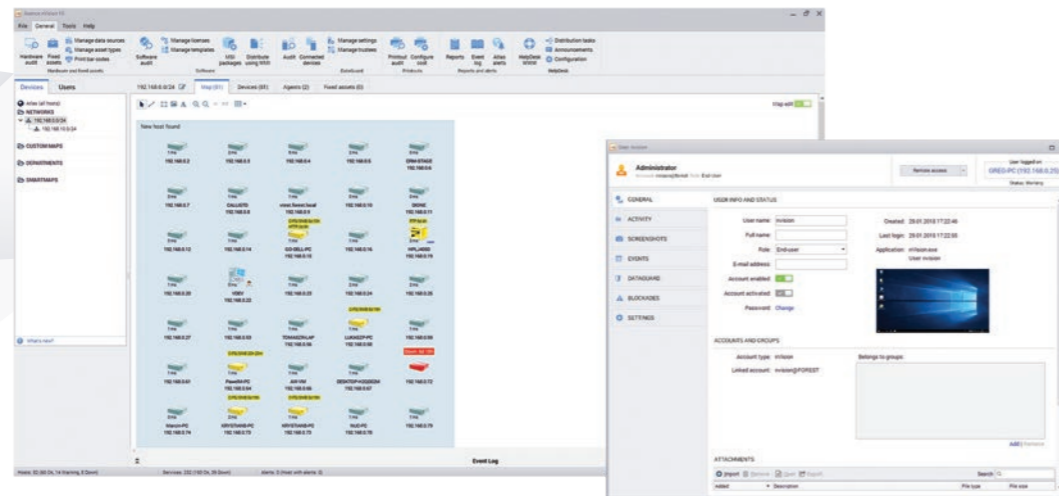
The longer I use nVision, the more I know about the network. It notifies me about critical situations in the network and in the server room. Without nVision, network and incident control is like groping in the dark and takes place several days later than necessary.

GRZEGORZ FLOREK - LIMATHERM S.A.

Axence nVision® facilitates finding and diagnosing problems with the operation of network and individual computers even before their users realize that something is wrong. It takes me only a moment to check whether the networks in my branches are operating without any problems or whether a processor or memory in one of the computers is overloaded or not.

YMCA, USA

INVENTORY
HARDWARE AND SOFTWARE AUDIT

51% of software installed on corporate machines in 2013 were unlicensed copies. This is often not the result of the bad intent of companies, but rather of the incorrect management of IT licenses and resources.

Business Software Alliance (BSA) report

1 000 000 USD a company from eastern Poland is liable to pay a fine of 1,000,000 USD after more than 200 illegal applications were found installed on their machines.

Business Software Alliance (BSA)

BENEFITS FROM HAVING THE MODULE:

- comprehensive control over even the most extensive IT infrastructure
- reduction in the costs of IT department by detection of redundant licenses (for unused software)
- full list of installed/used software, which means fines are avoided

FUNCTIONALITIES OF THE MODULE:

- list of applications and Windows updates are on an individual workstation (register, disk scan)
- information on register entries, executable files, multimedia files, .zip archives and file metadata on a workstation
- detailed hardware configuration of a specific workstation
- system information (startup commands, user accounts, shared folders, SMART information etc.)
- hardware and software inventory audit
- history of hardware and software changes

- IT asset register database (defining own asset types, their attributes and values, attachments, importing data from CSV files)
- alarms: software installation, change of hardware resources
- offline inventory scanner
- Android application which enables a physical inventory to be carried out using the QR barcodes
- audit archiving and comparison
- monitoring the schedule of Windows tasks
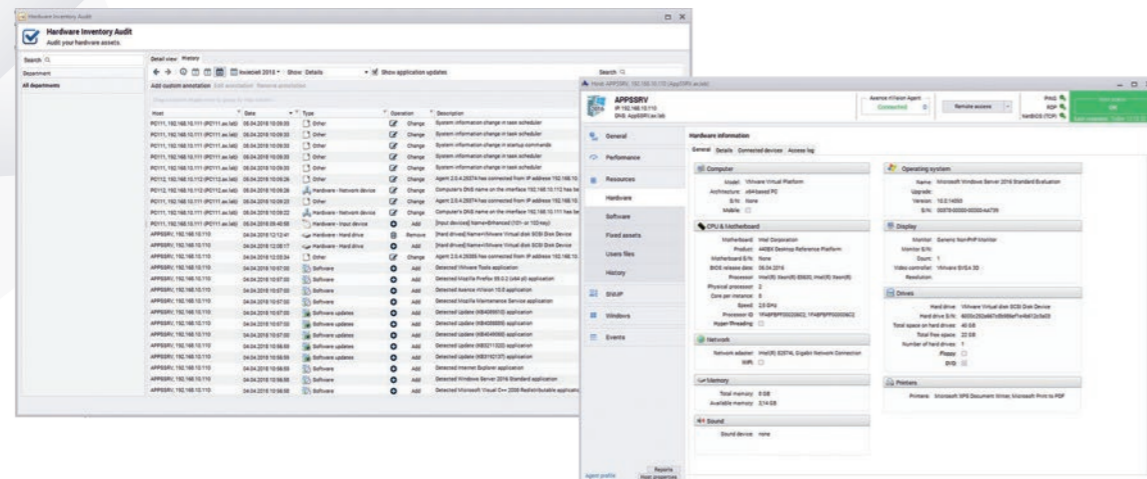
> *Axence nVision® software considerably helps us with the administration of IT infrastructure in the company in the area of: network monitoring, license management, management of IT-related fixed assets and the verification of users traffic in the public network.*
>
> BOGUSŁAW TOMASZEWSKI – ACCREO SP. Z O.O.

> *The most visible change, which has occurred after the deployment of Axence nVision® software, is the time aved through the automation of computer inventory taking – now the IT staff can focus on activities more effective than manual data input.*
>
> STATE ARCHIVE IN KATOWICE

USERS
DATA SECURITY AND EMPLOYEE PERFORMANCE

32% of data leaks is a result of the unauthorized, often the unwitting actions of employees.
B2B International and Kaspersky Lab report

1 hour 11 minutes Employees spend 1 hour and 11 minutes per day on websites unrelated to their duties. At such times they are more exposed to attack.
TimeCamp report

BENEFITS FROM HAVING THE MODULE:

- improving the corporate security level: the blocking of dangerous Web domains against accidental opening and malware infection
- optimizing the work organization — knowledge of the time spent on specific activities enables the improvement of the business processes
- minimizing the cyberslacking and improving the employees' performance
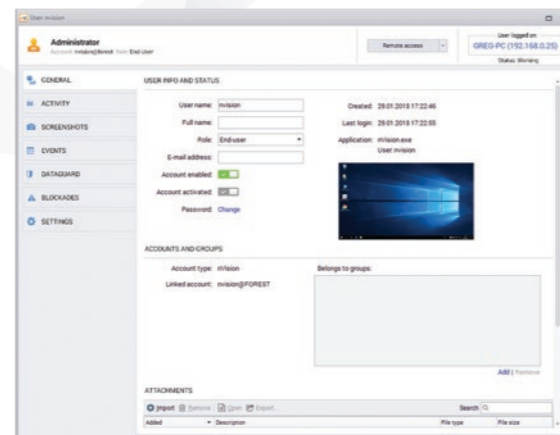
FUNCTIONALITIES OF THE MODULE:

- full user management based on security groups and policies
- data are gathered and assigned to a specific user, so all access rights, authorizations, application and website policy, and monitoring policy follow them automatically, regardless of the computer on which they are working
- blocking websites
- blocking launched applications
- full integration with Active Directory
- used applications (actively and inactively)
- visited websites (titles and addresses of sites, number and time of visit)
- printout audits (printer, user, computer), costs of printouts
- use of connection: network traffic generated by the users
- remote static view of the user's desktop (without access)
- screen shots (history of the user's work screen by screen)
- monitoring of emails (headings) — anti-phishing
- detailed time of work (time of starting and ending activity, and breaks)

From the moment it was implemented, the software introduced order into the organizational structure. We have all the modules and they are all used equally. Starting from HelpDesk which finally gave a true illustration of our activities, through Inventory which perfectly dealt with the subject of the software and hardware we have. The Network module fully presented our vast network and every device that comes within its range. We are constantly monitoring the behavior of devices in the network via SMTP of all switches, printers, cameras and servers. We have created alerts for various types of situations. The DataGuard software and module fitted into the security policy and implemented ISO 27001 system. We solved the issue of external storage devices inserted into USB ports. You cannot forget about all the kinds of reports that are sent daily to the addresses of managers and the management board with information about the number of printed pages, visited websites or the overall work of the users. Today, I cannot imagine any other solution and any possibility of working without it. I know that even when I'm not on-site, it works for me.

TOMASZ GUTKOWSKI – ZAKŁAD OPIEKI ZDROWOTNEJ MEDICAL SP. Z O.O.

HELPDESK

SYSTEM OF NOTICES, CHAT ROOM AND REMOTE HELP

32% of all IT events is related to the human factor, where 6% pertains to configuration errors, and the remaining 26% to other employee errors.
Dimension Data report

70% of companies neglect the need of regular software updates, thus increasing the risk of an attack on the corporate network.
F-Secure report

BENEFITS FROM HAVING THE MODULE:

- reducing the costs of technical support and saving the time of IT staff
- better communication between administrators and users (group and individual)
- reducing the amount of costly downtime and increasing the employees' performance
- efficient distribution of important information – messages sent to users with option of obligatory confirmation that the message has been read
- educational aspect – building knowledge base for emploees

FUNCTIONALITIES OF THE MODULE:

- automation based on the assumption: condition » action
- planning of substitutions when assigning notices
- extensive system of reports
- real-time notifications
- creation of maintenance notices and their management (assignation to administrators)
- notice database
- notice view refreshed in real time
- comments, screen shots and attachments in notices
- knowledge database with categorization of articles and possibility to insert images and film from YouTube
- transparent and intuitive web interface

- internal communicator (chat room) enabling you to send files and start group conversations
- messages sent to users/ computers with mandatory readout confirmation available
- remote access to computers with request for the user's consent available, and the possibility of mouse/ keyboard blockade
- tasks related to the distribution and launch of files (remote software installation)
- processing of notices from emails
- extended search engine for notices and articles in the knowledge database
- integration of user database with Active Directory

> *nVision shortened our time of response to notices. The possibility to manage notices, monitor the infrastructure and security from your desk is great added value of Axence® software implementation.*
>
> DAMIAN KOSIK – AJ FABRYKA MEBLI
>
> *The technical support and training, which can be offered with this software, are revolutionary. At any time a user can ask for help in the handling of any function – and I do not need to plan a personal visit at some time in the future or try to talk the user through the actions on the phone. I estimate that this function alone saved me 44 hours only in the last month. I will not mention how many troubles it solved within the IT department and the entire organization when I was away on vacation.*
>
> YMCA, USA

DATAGUARD
PROTECTION OF DATA AGAINST DISPLACEMENT

69% of Poles declares that they often use private mobile devices for professional purposes. Every fifth person is ready to break the corporate security policy to do so.
Fortinet Report

64% of companies cannot be sure, where their confidential data are located, and more than half of them worries that the data can be stolen by temporary workers.
Data Security Intelligence Report, performed by Ponemon Institute

BENEFITS FROM HAVING THE MODULE:

- reduction of the risk of leaking strategic data via portable mass storage and mobile devices
- saving the time and money required to recover the lost data
- securing the company network against viruses that are installed automatically from pen drives or external drives

FUNCTIONALITIES OF THE MODULE:

- automatic assignation of default monitoring and security policy to the user
- list of all devices connected to computers in the network
- audit (history) of connections and operations on portable devices and on network share discs
- management of access rights (saving, launch, readout) for devices, computers and users

- central configuration: setting rules for the entire network, for selected network maps, and for groups and users of Active Directory
- integration of user and group database with Active Directory
- alerts: a mobile device has been connected/ disconnected, operation on files on a mobile device
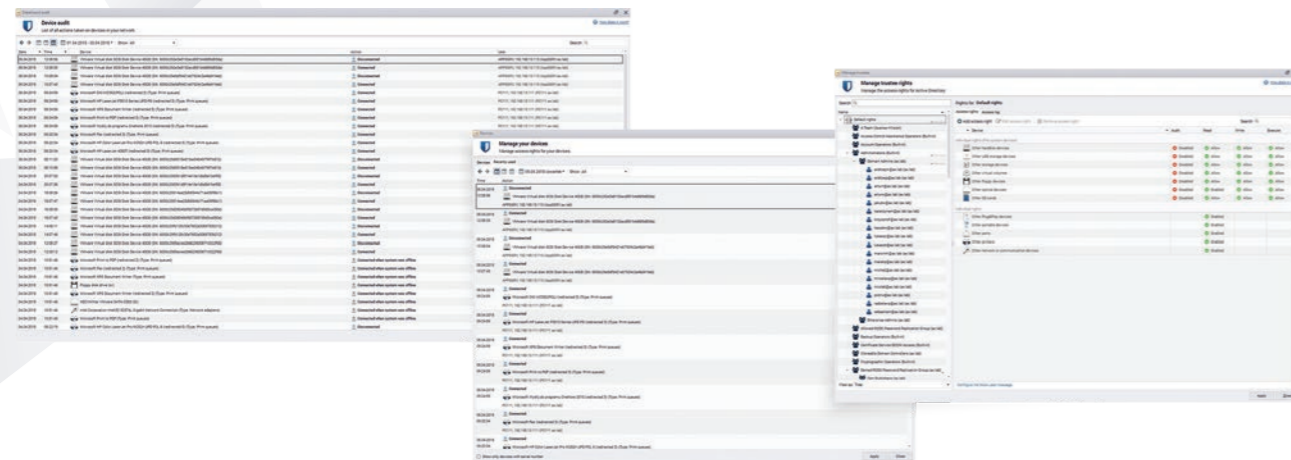
> The software watches over the continuity of work of critical services in the company, and informs you when something wrong is going on. At the request of the management board, I can prepare a report on the hardware/ software condition or activity of selected users in a matter of seconds. If needed, I can quickly block access to a website or USB devices. The last feature is particularly important for the security policy of the company. Now we can protect ourselves against uncontrolled leakage of data. These features save us precious time and I can focus on other tasks.

PAWEŁ DACKA – MAGO S.A.

> As we expected, after the implementation of Axence nVision® the administrators gained knowledge about the devices connected to the network. Thanks to DataGuard, it is possible to define the access rights to selected data media for individual users. Data transferred on USB flash drives are also controlled. The entire solution is perfect for integration with Active Directory.

BANK SPÓŁDZIELCZY W RACIĄŻU

ZIKO APTEKA

Centralized IT management in 200 posts with Axence nVision®

One of the largest pharmacy and drugstore chains in Poland – more than 200 retail outlets handling over 30,000 patients per day.

When the "Patient is Key," there is no place for compromises while implementing IT systems. Due to dynamic development, the ZIKO Group was looking for a tool that would enable it to efficiently manage IT resources in a distributed network with 200+ branches and 600+ employees. Free software did not meet the expectations and often made the work difficult. Therefore, the Group selected a proven comprehensive solution: Axence nVision®.

The full module suite of Axence nVision® software was implemented in the ZIKO Group, which allowed it to attain the synergy of functions in many IT areas:

NETWORK real-time monitoring of the network helped to supervise the processes taking place in the network,

INVENTORY the fast auditing of software licenses became possible,

USERS the employees more rarely use websites that are potentially hazardous and social media portals,

HELPDESK the system for handling notices, including remote help, significant time-savers for the IT department,

DATAGUARD greater control was achieved with regard to devices connected to USB ports.

IMPLEMENTATION

July 2017	900 work stations	Network	Inventory	Users	HelpDesk	DataGuard

⚠ CHALLENGES

- growing number of maintenance notices related to the fast increase in the number of employees
- more and more difficulty in monitoring potentially hazardous staff behavior on the net
- no centralized management of IT resources, many individual software solutions in this area

✔ ACHIEVED BENEFITS

- shorter time of handling maintenance notices
- efficient remote assistance
- better organization of the work of the IT department
- greater level of IT security in the area of user behavior
- quick inventory of hardware and software resources
- intuitive visualization of the whole network

> *Axence nVision® software primarily affected the time of notice execution, made it easier to assign tasks to specific employees, and enabled the sorting of notices by categories. Another advantage is the excellent remote connection mode which is necessary because of the distributed location of branches and the number of mobile employees. The Inventory module allows us to quickly verify the use of software licenses.*

KAMIL WÓJTOWICZ, LEADER OF THE IT TEAM

CASE STUDY

KONSMETAL®

Technology safe as in a safe box thanks to Axence nVision®

The manufacturer of safe boxes, strong boxes and metal cabinets, the largest enterprise of this type in Poland, with European renown and more than 20 years of success on the market.

IMPLEMENTATION

| May 2015 | 160 work stations | Network | Inventory | Users | HelpDesk | DataGuard |

⚠ CHALLENGES

- effective protection of know-how and secrets of the enterprise, including designs, patents and technological documentation
- need to have real-time inventory of hardware and software
- successful elimination of illegal software installed by users with higher-level authorizations
- protection of the company against the violation of copyrights by the users (downloading films, music, etc.)

✔ ACHIEVED BENEFITS

- increased security of company data
- reduction of costs related to handling software licenses
- increase of employee performance by about 20%
- increase of the IT department performance and time savings
- The implementation of Axence nVision helped to save about 20 hours per month on solving user problems by the IT department.
- shortened path for ordering components for IT hardware

In order to keep the market leader position, the company's patents and technological data need to be protected. Paper documents are best kept in a safe box, but what should you do with digital files? How can they be protected against leaks? The answer is to be found in the Axence nVision® software, fitted, for example, with the DataGuard module.

The IT Department of KONSMETAL SA was looking for a solution that would address the challenges in three main areas for the company:

- ✔ data security,
- ✔ hardware and software inventory,
- ✔ monitoring of user activity to check for dishonest behavior.

The company used free open source tools and a proxy server. This was not enough to attain the expected results. It was decided to implement Axence nVision® software which met the key needs of the IT department, but also proved its worth in other sections of network management and monitoring.

> *The specific nature of the industry in which our company operates necessitates great emphasis on the protection of technolog¬ical data. It is one of the reasons why we chose Axence nVision® which ensures the security of our data in a simple and effective way. The DataGuard module allows us to monitor all data le¬aks (or their attempts) to external devices and to manage who can save data and on what media.*

MATEUSZ PACIORKOWSKI, IT ADMINISTRATOR

To find out more, visit our website **axence.net**

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