

## Case Study

Computer Component Supplier

### **Key Benefits**

System Stability Through Lockdown  
Alerting for Hardware and Software  
Changes  
System Comparison Reports

### **Asset Management**

Hardware/Software Inventory  
Software Compliance  
Change Control

### **Performance Management**

Remote Monitoring  
Event Log Monitoring  
Historical Troubleshooting

### **Security**

Prevent Unauthorized Application  
Execution  
Web Access Restrictions  
Application Management  
User Activity Tracking  
Service Monitoring & Control

### **Reports**

Utility Computing  
Management Service Providers  
Usage Reports/Billing  
Automated Reports

### ***The Company:***

The computer industry has exploded over the past twenty years, evolving to become critical to business success in nearly every segment of the economy. Mandates for highly reliable hardware components and constant improvements in performance have fueled this company's growth. Its ability to respond quickly to rapid changes, its exceptional technical capabilities and well-planned strategies have allowed the company to maintain a leadership position in a demanding marketplace.

### ***The Challenge: Increasing System Stability***

The company experienced system and application downtime that frequently resulted from unauthorized changes and the use of unauthorized applications. In many cases, members of the user community knowingly or unknowingly downloaded and executed new applications without proper testing and approval. The result of unexpected, undocumented changes and use of unapproved software contributed to service interruptions on critical systems. The scale of the enterprise made resolution of this problem even more challenging.

## **SysLock Stops Unauthorized Applications**

The company installed and configured SysLock to limit the applications that users can execute on its systems. Using the application database constructed by SysTrack, administrators used SysLock such that unauthorized applications could not be used. In addition to stopping intentional use of such software, SysLock also prevented users from accidentally running malware picked up while they used a web browser.

## **SysTrack Records Changes, Provides Service Monitoring**

The company used SysTrack historical change records to proactively monitor hardware and software configuration changes. The SysTrack enterprise view of changes allowed administrators to regularly monitor change activity and provided proactive alerting for certain types of changes deemed critical to system operation. SysTrack's system comparison reports were used to compare systems or compare systems with archived system state data to help in troubleshooting.

## **Additional Features are Uncovered**

As they became more familiar with SysTrack, administrators discovered numerous other features that they began to use to monitor and manage their IT environment. The suite of SysTrack and SysLock features has proven to be an easy-to-implement solution that greatly improves stability in the IT environment.