nVision

axence®

Integrated IT management and security

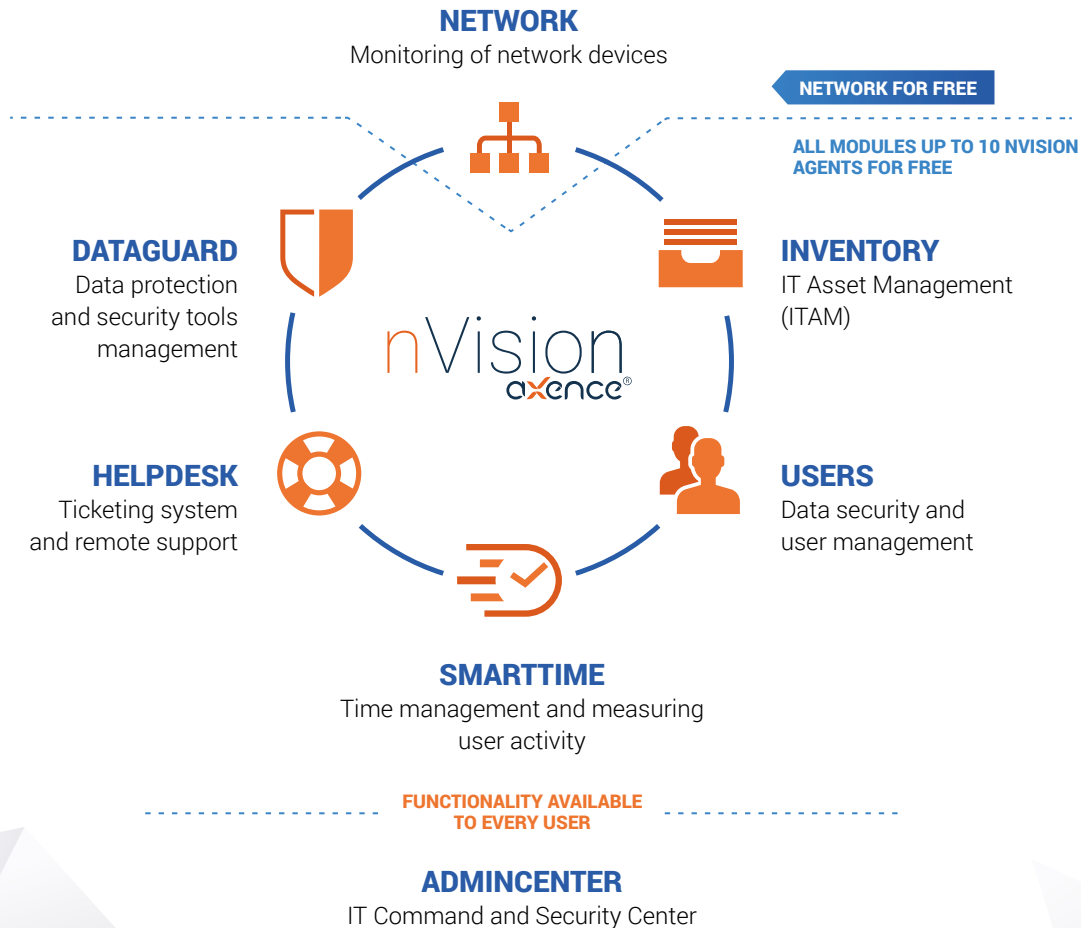| NETWORK | INVENTORY | USERS | HELPDESK | DATAGUARD | SMARTTIME |

AXENCE NVISION® ENSURES SECURITY AND EFFECTIVENESS OF YOUR ORGANIZATION

NETWORK
Monitoring of network devices

NETWORK FOR FREE

ALL MODULES UP TO 10 NVISION AGENTS FOR FREE

DATAGUARD
Data protection and security tools management

INVENTORY
IT Asset Management (ITAM)

nVision
axence®

HELPDESK
Ticketing system and remote support

USERS
Data security and user management

SMARTTIME
Time management and measuring user activity

FUNCTIONALITY AVAILABLE TO EVERY USER

ADMINCENTER
IT Command and Security Center

6 MODULES OFFERING A COMPREHENSIVE SOLUTION FOR YOUR NEEDS

NETWORK
For monitoring devices connected to your network and informing in advance about potential network failures.

INVENTORY
For providing a complete list of all installed software, managing licenses, and automating fixed assets and computer inventories.

USERS
For preventing potential problems with corporate data security and ensuring efficient management of user access and user authorization.

HELPDESK
For managing and responding to user service requests easily and providing them with remote support quickly.

DATAGUARD
For increasing the security level in your organization through data protection and managing external security from one console.

SMARTTIME
For identifying the most time-consuming activities of particular users and the whole teams and optimizing work efficiency in key areas.

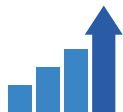## FUNCTIONALITY AVAILABLE TO EVERY USER

ADMINCENTER
For creating your dashboards with key IT network events and parameters, and monitoring regularly refreshed data on large TV screens and projectors.

MEET AXENCE - IT MANAGEMENT LEADER

FIND OUT WHAT DIFFERENTIATES US!

DYNAMIC
growth

3500+
regular clients

WORLDWIDE
presence

18+
years on the market

WE ARE APPRECIATED BY

PRODUKT ROKU 2022
IT professional

2021 PRODUKT ROKU
IT w administracji
MIEJSCE I

CYBERSECURITY
MADE IN EUROPE

OUR CLIENT PORTFOLIO

ArcelorMittal

BOMBARDIER
the evolution of mobility

DAX COSMETICS
Rohto Pharmaceuticals Group

BurdaInternational PL

BULGARIAN STOCK EXCHANGE

PHŒNIX CONTACT

ILF CONSULTING ENGINEERS

EUROINS
MEMBER OF EUROHOLD

the Y YMCA

NORTHWAY BIOTECH

BENEFITS OF IMPLEMENTING AXENCE NVISION®

HERE'S WHAT YOU WILL GAIN BY INSTALLING NVISION ON YOUR NETWORK:

COST REDUCTION
Detecting redundant software licenses and optimal use of assts.

NETWORK VISUALIZATION
Visualizing all network assets in the form of maps and atlases.

GREATER DATA SECURITY
Securing key company data against leakage.

GDPR COMPLIANT
Solutions used in Axence nVision® ensure compliance with the GDPR guidelines and mitigate the risk of penalties.

RELIABLE ACTIVITY SUMMARY
Managers gain access to information about the activities of particular employees and the whole teams, allowing for more effective time management, including remote work management.

AVOIDING NETWORK DOWNTIME
Monitoring of network devices reduces the incident response time.

WORK OPTIMIZATION
Putting your organizational structure in order, and creating Internet and application use policies.

ONE TOOL INSTEAD OF MANY
Keeping all assets and systems in one place, without the need to use several applications, and generate additional costs.

SAVING TIME
An efficient ticketing management system reduces the service time.

AUTHORIZED ACCESS WITH MFA
Secure console access with multi-factor authentication (MFA), authentication via email and/or SMS.

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

NETWORK
MONITORING OF NETWORK DEVICES

83% of businesses have some form of event monitoring (24/7).
Source: The State of Security Operations, Forrester

70% of data center networking tasks are performed manually, which increases time, cost, and likelihood of errors and reduces flexibility.
Source: Gartner

BENEFITS OF HAVING THE MODULE:

- avoiding costly downtime by detecting equipment anomalies
- better efficiency of business processes due to comprehensive insight into the operating status of the most important services
- always up-to-date server performance data
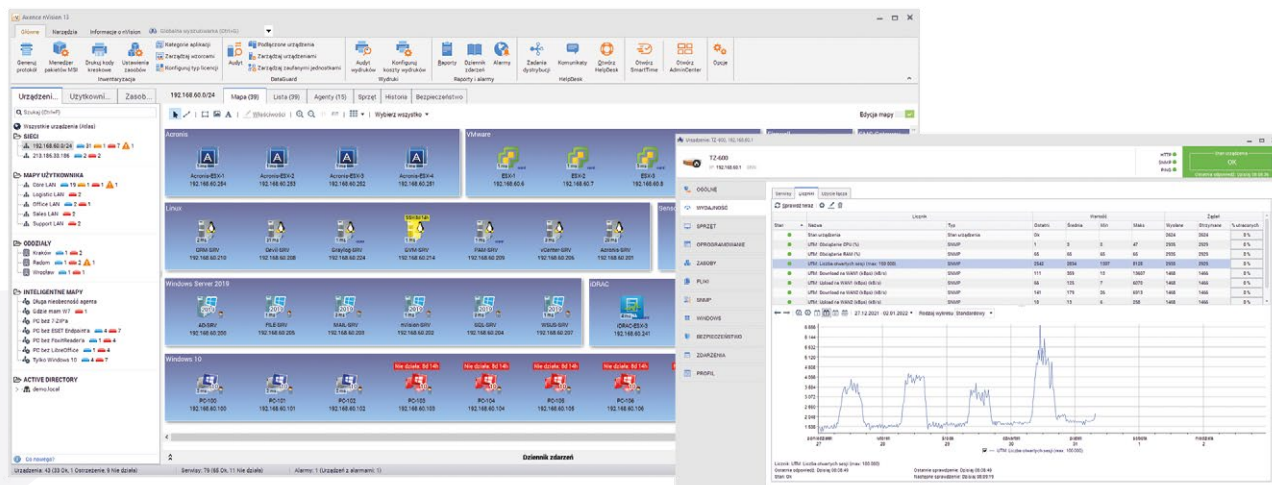
OVERVIEW OF KEY FEATURES:

- network scanning, detection of devices and TCP/IP services
- interactive network maps, user/branch maps, smart maps
- simultaneous work of many administrators, authorization management, console log with Admin access log
- 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
- SNMP v1 / 2/3 counters (e.g. network transfer, temperature, humidity, supply voltage, toner level, and more)
- possibility of applying performance counters to the device according to the template (pattern)

- MIB file compiler
- support for SNMP traps
- routers and switches: port mapping; information to which switch a device is connected to
- support for Syslog messages
- event-action alarms
- alerts (desktop, e-mail, SMS) and corrective actions (starting the program, restarting the computer, etc.)
- reports (for the device, department, selected map, or the entire network)
- monitoring the list of Windows services
- support for AES, DES, and 3DES encryption for the SNMPv3 protocol
- monitoring and managing VMware virtual machines

INVENTORY
IT ASSET MANAGEMENT (ITAM)

$359 billion in costs for companies worldwide due to malware from unlicensed software.
Source: Global Software Survey, BSA

$19. 5 billion amounts to commercial values of unlicensed software in North America and Western Europe.
Source: Global Software Survey, BSA

BENEFITS OF HAVING THE MODULE:

- full control over all IT assets in one place, greater work comfort
- optimization of IT expenses by indicating unnecessary licenses (for unused software) and actual hardware needs
- greater security and avoiding high fines by identifying the illegal use of software

OVERVIEW OF KEY FEATURES:

- IT Asset Management – management of all assets for which the IT department is responsible
- comprehensive asset tracking: detailed records of asset actions, customizable statuses and fields, and protocol generating
- assigning a document to multiple assets at the same time
- template-based document generator
- auto-numbering of added assets and documents according to the defined auto-numbering sequence
- Software Asset Management - an extensive application and license management system, identification of license usage
- billing of any type of license, including cloud license modeling

- license billing by user, device, serial number, or based on the installed application version
- inventory audit of assets with the possibility of archiving them
- review of licenses assigned to a user operating on multiple devices
- remote access to the file manager with the possibility of deleting user files
- information about hardware configuration and registry entries, files, and .zip archives on the workstation
- management of software installations/ deinstallations based on the MSI package manager
- alerts: software installation, hardware changes

MOBILE APP:
Inventory Assistant
for Android

DOWNLOAD

> *Axence nVision® helps us in the daily work of monitoring and managing our IT assets.*

IVAN TANEV – BULGARIAN STOCK EXCHANGE

> *Thanks to Axence nVision®, we perform hardware and software audits within minutes and receive a complete list of our assets and installed software. We monitor devices on the network and receive notifications of any changes to their status - and software.*

VIKTOR STANEV – CENTRAL DEPOSITORY AD

USERS
DATA SECURITY AND USER MANAGEMENT

42% of surveyed workers took a dangerous action (clicked a malicious link, downloaded malware, or exposed their personal data or login credentials).
Source: State of the Phish Report

83% of respondents said their organizations experienced at least one successful email-based phishing attack in 2021.
Source: Cyber Security Report

BENEFITS OF HAVING THE MODULE:

- improving the corporate security level: blocking of dangerous Web domains against accidental opening and malware infection
- more effective security policy thanks to the access and authorization management, and monitoring functions assigned to particular users, and not the computer they work on
- accountability in the event of incidents - detailed activity summary
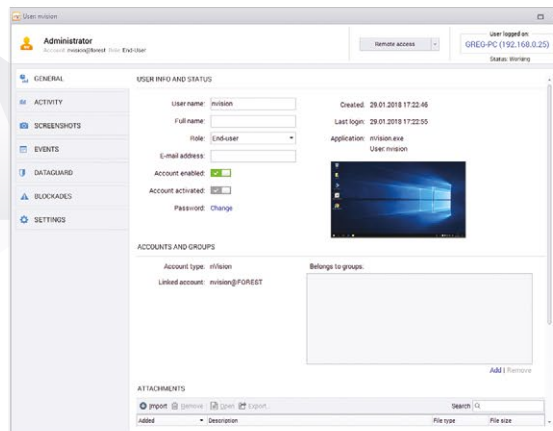
OVERVIEW OF KEY FEATURES:

- full user management based on security groups and policies
- assigning activity, permissions, and access data to the user, regardless of the workstation on which they work
- distinguishing on which device a given activity has been performed
- managing the rules of applications and website blocking (creating, grouping, duplicating between groups of users)
- full integration with Active Directory
- integration with security lists, including CERT, to block access to malicious websites
- applications used (active and inactive)

- visited websites tracking: titles, addresses, visits, and length
- print audits (printer, user, computer), printing costs
- bandwidth usage: user-generated network traffic
- remote desktop preview (read-only access)
- screenshots (user work history, screen by screen)
- monitoring of e-mail messages (headers) - anti-phishing
- detecting and preventing suspicious user behavior activity, including jigglers
- detailed working time (activity start and end time, and breaks)
- process blocking based on .EXE file path

HELPDESK
TICKETING SYSTEM AND REMOTE SUPPORT

54% of IT professionals believe remote work will expose the company to more security risks.
Source: OpenVPN

79% of respondents agreed that when IT issues are not reported, it always leads to bigger problems.
Source: The Experience, Nexthink

BENEFITS OF 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
- remote distribution of files - including software, also to many workstations simultaneously
- educational aspect - building a knowledge base for employees
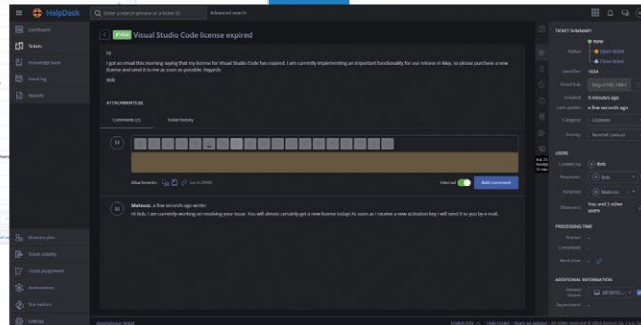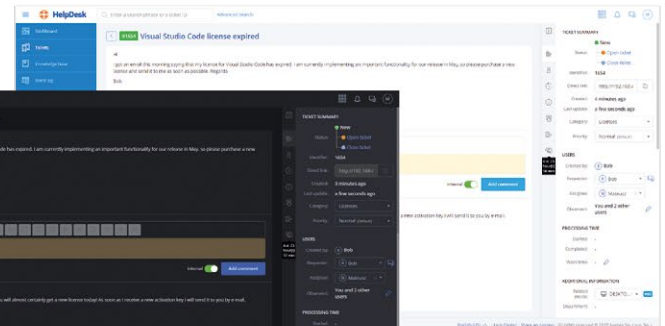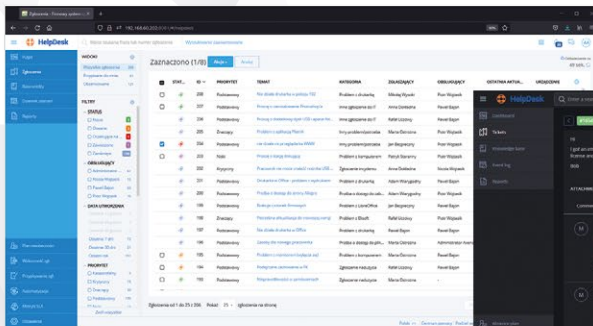
OVERVIEW OF KEY FEATURES:

- creating and managing trouble tickets
- selecting the approver
- creating ticket approval flows based on the category assigned to the ticket
- comments, screenshots, and attachments in the trouble tickets
- managing the visibility of individual tickets; defining rules for who can view them
- setting up custom fields linked to the selected ticket category
- software repository - the possibility to create a list of secure applications for self-installation by the user
- processing tickets in an anonymous mode (support in the implementation of the requirements of the „Whistleblower Directive")
- legal documents regarding the protection of whistleblowers, including a template of the internal reporting regulations, required by the Directive
- automations based on the assumption: condition-action
- absence planning in assigning tickets
- alerts and ticket view refreshed in real time
- a ticket database with an extensive search engine
- a knowledge base with article categorization and the possibility of inserting graphics and YouTube videos

- clear and intuitive web interface
- two view modes - light and dark
- internal communicator (chat) with the possibility of assigning permissions, transferring files, and creating group chats
- messages sent to users/computers with available/mandatory announcement views
- remote access to devices with possible mouse/keyboard blocking
- two-way file sharing
- managing Windows processes from the device information window
- file distribution tasks and file launch (remote software installation)
- processing tickets from e-mail messages
- integration of the user database with Active Directory
- managing local Windows user accounts
- remote registry editing on computers with the nVision agent installed
- viewing of notification history in the Agent

DATAGUARD
DATA PROTECTION AND SECURITY TOOLS MANAGEMENT

1,000+ sensitive files are open to every employee in nearly two-thirds of companies.
Source: Data Risk Report, Varonis

$8.68 MLN - is the average total cost of a data breach in an organization in the United States.
Source: Cost of a Data Breach Report, IBM

BENEFITS OF HAVING THE MODULE:

- increasing the level of data security through protection against leaks
- reducing the risk of strategic data loss via portable mass storage devices and mobile devices
- security tools management (anti-virus, firewall) from one console

OVERVIEW OF KEY FEATURES:

- automatically setting a user a default monitoring and security policy
- list of all devices connected to computers on the network
- audit (history) of connections and operations on portable devices and network share discs
- audit of file operations in local directories
- managing access rights (read, write, execute) for devices, computers, and users
- integration with Windows Defender: management of embedded antivirus software settings with the option to alert about any issues detected and scan results
- detecting antivirus software other than Windows Defender
- integration with Windows Firewall: enabling and disabling the firewall for selected types of connections, creating traffic rules, reading the firewall status on workstations

- central configuration: setting rules for the entire network, for selected network maps, and groups, and users of Active Directory
- integration with Windows Bitlocker: reading the TPM module status and volume encryption
- remote disk encryption using BitLocker
- alerts: device has been connected/ disconnected, operation on files on a mobile device
- possibility of deleting non-existing/ disposed data carriers (e.g. flash drives)
- alarms about connected external devices (without the "trusted carrier" attribute)
- audit of file operations in local user directories

SMARTTIME
TIME MANAGEMENT AND USER ACTIVITY STATISTICS

It takes an average of **23 minutes and 15 seconds** to refocus on a task after a distraction.
Source: Zippia

The average employee spends up to **32%** of their time on social media, or **2.35** hours daily.
Source: Zippia

BENEFITS OF HAVING THE MODULE:

- eliminating ineffective user activities and shortening the implementation time of key tasks and projects
- better communication with the management board thanks to immediate access to relevant data, without the intermediation of the IT Department
- instant insight into the statistics of your work in any selected period and greater awareness of your own effectiveness
- identifying the most serious Internet distractions that harm the productivity of employees and teams

OVERVIEW OF KEY FEATURES:

- insight into your activity statistics on a selected day
- access to activity indicators of subordinates and selected teams for the manager
- verification of working time spent in front of and away from the computer
- a list of the most popular websites and applications, with the number of minutes spent on them
- indicator of the time devoted to productive, non-productive, and neutral work
- view of all applications used by the user in a selected period
- possibility to divide the users into any groups and measure the effectiveness of the whole teams

- independent assignation of statuses to activities: productive, non-productive, neutral
- adding exceptions for individual groups
- a list of users' contacts with a built-in search engine
- defining the productivity threshold and the unproductivity limit
- alerts on exceeding the unproductivity limit or not achieving the required threshold
- private time - the ability to turn off the activity analysis function in SmartTime while using a company computer for private purposes
- two view modes - light and dark

The software and comprehensive implementation of all modules together saved 25% of the time of IT employees. There was also an improvement in security resulting from ongoing monitoring, recording changes, and blocking potential sources of data leaks.

GRZEGORZ BUDZYŃSKI - HEAD OF IT DEPARTMENT

ADMINCENTER
IT COMMAND AND SECURITY CENTER

280 days need organizations to identify and contain a data breach.
Source: Cost of a Data Breach Report, IBM

72% of the organization believe that the SOC (Security Operations Center) is a key element in creating a cybersecurity strategy.
Source: Improving the Effectiveness of the Security Operations Center, Ponemon Institute

BENEFITS OF HAVING THIS FUNCTIONALITY:

- quick response to incidents thanks to live access to all the most important data from the company's network visible in one place
- possibility of creating an unlimited number of customized dashboards depending on your needs and preferences
- high quality of data presentation due to interactive charts, tables, and the ability to display information on large screens (projectors and TV screens), with the option of selecting a dark or light mode
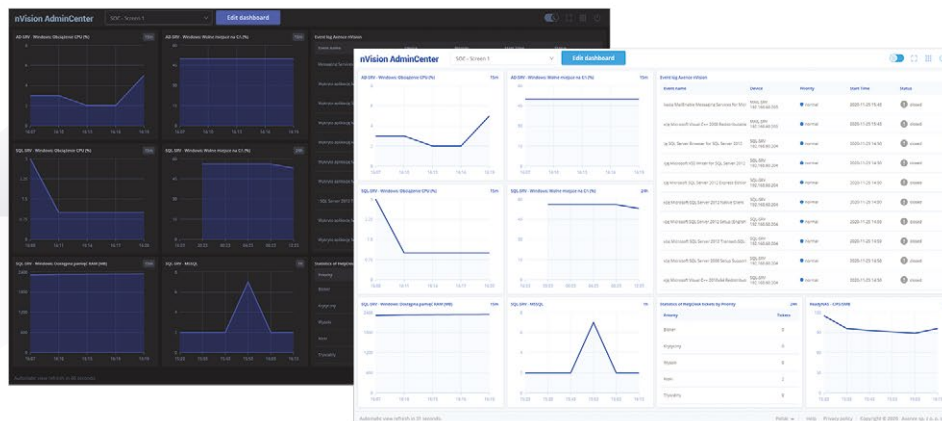
OVERVIEW OF KEY FEATURES:

- responsive widgets, widget grid size management
- adding and managing an unlimited number of dashboards
- automatic view refresh
- displaying dashboards in light and dark modes
- sharing dashboards in read-only mode
- managing administrators' rights to AdminCenter functionality

AVAILABLE WIDGETS:

- from the Network module: performance counters, alarms, and responses of TCP / IP services, the last devices on the network
- from the Inventory module: changes in hardware configuration for devices with Agents; changes in application configuration for devices with Agents; alerts for assets
- from the Users module: print statistics; applications usage statistics, web activity
- from the HelpDesk module: ticket handling; last 10 tickets with a breached SLA metric, 10 upcoming SLA metrics statistics; a list of recent unresolved tickets; a list of oldest unresolved tickets
- from the DataGuard module: recently connected external media; recent file operations
- from the SmartTime module: group productivity; unproductive time statistics

> *AdminCenter is a huge solution and advantage in supporting the administrator's work and the possibility of running applications in the browser. The methods used to apply data presentations are perfect for monitoring positions. Administrators can see what is happening in the environment of workstations in real time, making management very easy. Best of all, customizing your dashboards in the system is very intuitive. In addition, it is important to mention the advantages of UX solutions. It is visible how Axence nVision® evolves and changes in response to business needs.*

ARTUR WICHLIŃSKI – HEAD OF IT DEPARTMENT, COOPERATIVE BANK

CASE STUDY

All important data in one place with easy to manage and user-friendly interface

George Brown College of Applied Arts and Technology is a public, fully accredited college in Toronto (Canada).

IMPLEMENTATION

| August 2018 | <100 workstations | Network | Inventory | Users | HelpDesk | DataGuard | SmartTime |

CHALLENGES:

- requirement of regularly updated and developed software with reliable support

- finding software that is accessible and has pleasant, fairly uncomplicated UX so it is easy to understand by new users in the College

- need for immediate data collection

ACHIEVED BENEFITS

- quick and easy installation

- the implementation process is reasonably simple and intuitive

- administrators are collecting valuable data in a short time without complicated configuration

- nVision has remained lightweight and easy to use and managing software incorporates many features and integrations

- a trouble ticketing system and asset management

Regardless of cloud popularity, most organizations are dependent on their on-premise networks to do business. This is critically important since it ensures that administrators can collect reliable performance, fault, or error information. It's also very crucial to ensure that administrators can continue to proactively maintain and upgrade the network to support users.

It is considered essential to have access to:

✔ device logs,

✔ activity summary for a large number of devices,

✔ connections monitoring.

In addition, George Brown students learn how a Network Operations Center is managed, how trouble tickets and knowledge base can assist operators and managers in ensuring stability, resiliency, and security in enterprise networks, how to divide NOC responsibilities for efficiency and security, and how to enable management access to logs and reports.

Axence nVision® has just the right amount of features and functionality. Installation is quick and easy, the basic configuration and menus follow a logical sequence and are intuitive. In my experience implementing network management, nVision Administrators can get it working and collect valuable data in a short time, even before implementing thresholds and alarms. As a result, the nVision implementation process can be reasonably smooth and training can be done in several stages so as to avoid overloading the NOC staff.

JORGE OLENEWA – NETWORK AND WIRELESS DATA COMMUNICATIONS PROFESSOR

CASE STUDY

BULGARIAN STOCK EXCHANGE

Solve specific challenges and requirements in the financial industry with Axence nVison®!

The Bulgarian Stock Exchange is a stock exchange operating in Sofia, established in 1991.

IMPLEMENTATION

September 2019	30 workstations	Network	Inventory	Users	HelpDesk	DataGuard

CHALLENGES:

- ensuring business continuity
- compliance with GDPR requirements for business
- protecting the personal data and privacy
- minimizing employees' unproductive time.

ACHIEVED BENEFITS:

- the possibility to centralize monitoring and management
- reported problems occurring in the network
- introduced remote administration
- reduction in employees' unproductive time.

The financial industry and specific insurance activities held by the company are obliged to meet specific requirements for IT tools. The Bulgarian Stock Exchange must ensure business continuity and market data dissemination to the public.

Axence nVision® meets the demands of the financial industry through:

✔   organizing remote office,

✔   compliance with GDPR,

✔   network monitoring.

Initially, the deciding factor in the implementation for the Bulgarian Stock Exchange was the DataGuard module – especially in the scope of compliance with GDPR. Currently, monitoring and remote access to devices with installed Agents are the most valuable and effective in daily work.

> *As an ISO 27001-certified company, we have strict requirements for installed software. With Axence nVision®, we have full and detailed access to the list of installed software in the organization, as well as the availability of detecting unlicensed one. We use local Partner and Axence technical support – we are very satisfied. Axence nVision® is easy to install, manage and maintain.*
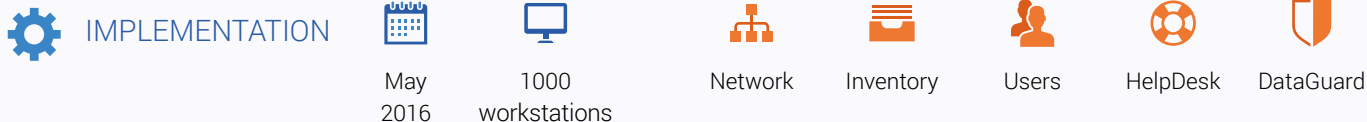>
> ––––––––––
> IVAN TANEV, CIO

CASE STUDY

NORTHWAY® BIOTECH

Support for global biopharmaceuticals manufacturer

Northway Biotech is a leading Contract Development and Manufacturing Organization (CDMO) supporting worldwide customers located in Vilnius, Lithuania, EU.

IMPLEMENTATION

May 2016	1000 workstations	Network	Inventory	Users	HelpDesk	DataGuard

CHALLENGES:

- managing and controlling a large IT network

- effective protection of laboratory devices and computers, and monitoring of local servers

- having real-time information about individual workstations as well as remote access to devices

- extended software for remote IT support

ACHIEVED BENEFITS:

- increased security levels of the company's infrastructure

- improved protection for laboratory devices due to blocking ports

- current information about outdated software and hardware, identifying areas to exchange equipment

- remote support and better priority management thanks to the HelpDesk module

The needs of a company operating in the biotechnology industry are specific. Its highly experienced biochemistry, biology, and bioprocess engineering staff can deliver projects at any stage, from cell line construction and process development to cGMP production of biopharmaceutical products.

Deciding factors to implement Axence nVision® by NORTHWAY Biotech were:

- ✔ ability to get information from the network and control devices,

- ✔ ability to block ports and devices,

- ✔ functionalities of the HelpDesk module (also to control priorities and to-do lists within the IT Department),

- ✔ possibility to conduct an audit when necessary.

IT specialists at NORTHWAY Biotech also notice benefits from fast and easy changing of user rights. Thanks to nVision software, the company's network has reliable protection in this area. Most importantly, the company is informed about outdated software and hardware.

> *Axence nVision® software is stable, easy to use, and user-friendly. After implementation, our company's infrastructure has been more secured.*
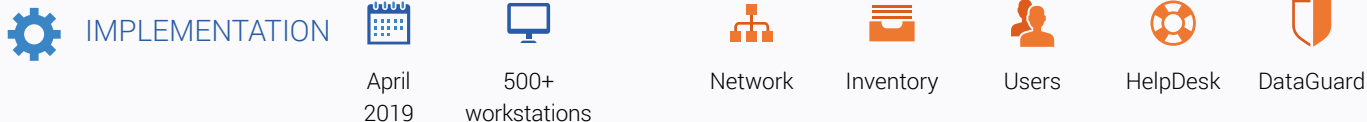>
> ———
>
> GIRMANTAS BOZA – IT ENGINEER

CASE STUDY

EUROINS
MEMBER OF EUROHOLD

Streamline the process of hardware updates with Axence nVision®

EUROINS Insurance Company has offices in more than 87 cities and works with over 1 500 intermediaries.

IMPLEMENTATION

April 2019	500+ workstations	Network	Inventory	Users	HelpDesk	DataGuard

CHALLENGES:

- improving the process of hardware upgrades
- keeping OS up-to-date
- providing fast and efficient remote support
- providing sufficient protection of sensitive data in an insurance company

ACHIEVED BENEFITS:

- version tracking and streamlining of hardware updates
- easy monitoring of custom apps and services made for the company
- remote access functionality saves a great deal of employees' working hours weekly
- fast ticket operations bring customers satisfaction
- GDPR compliance

Axence nVision® solves challenges that are typical in the insurance industry. It helps you meet the GDPR requirements through easy monitoring of files containing private data – access times, changes, etc.

The HelpDesk module is predominant in EUROINS. The key benefit is the built-in VNC remote connection without the need of introducing an IP and username. Using this functionality for remote access to end-user workstations, employees save a lot of hours weekly.

The benefits of user management are also meaningful, especially the following features:

✔ for every single user a different profile can be created with different rights,

✔ the use of hardware can be restricted for every user,

✔ each computer can be accessed remotely with the consent of the user.

The reason for implementing Axence nVision® was that it's easy to deploy and manage, mostly the all-in-one administrator console that collects and relates the information between modules. We have used Axence technical support several times and they were very fast to respond.

DIANA TODOROVA, CIO

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

🛒

SALES

Phone (USA): +1 (224) 6496 451
Phone (EU): +48 12 448 1359
Email: sales@axence.net

❓

TECHNICAL SUPPORT

Email: support@axence.net

📍

AXENCE OFFICE (EU)

Axence Sp. z o.o. Sp. j.
ul. Na Zjezdzie 11
30-527 Krakow, Poland

📍

AXENCE OFFICE (USA)

161 N. Clark Suite 1700
Chicago IL 60601, United States

Axence® Authorized Partner

v2023.05