



Integrated IT management and security



NETWORK



INVENTORY



USERS



HELPDESK

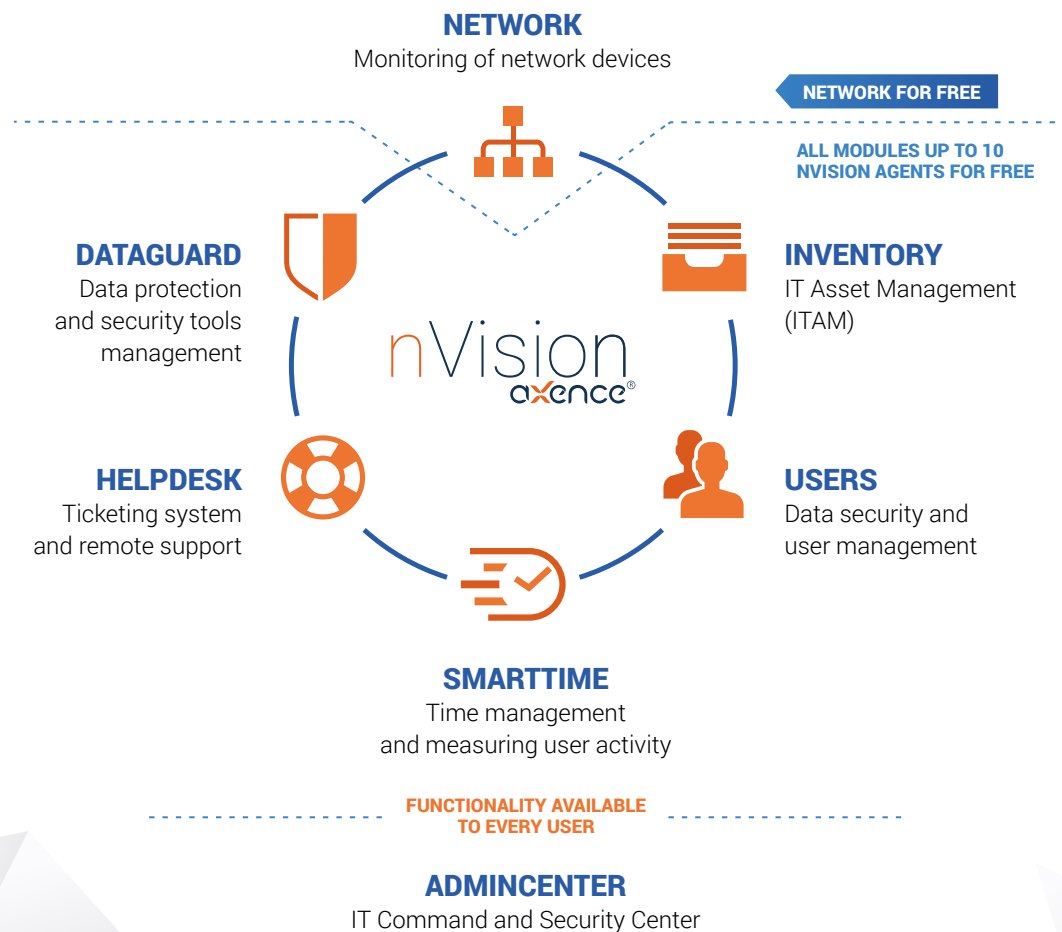


DATAGUARD



SMARTTIME


AXENCE NVISION® ENSURES SECURITY AND EFFECTIVENESS OF YOUR ORGANIZATION



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



17+
years on the market

ONCE AGAIN, WE WERE APPRECIATED BY THE READERS OF IT PROFESSIONAL,
AND AWARDED AS THE PRODUCT OF THE YEAR.




OUR CLIENT PORTFOLIO



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. Thus, they can organize work time more efficiently, and achieve set goals.




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.

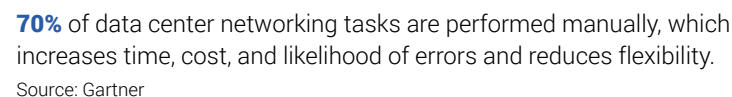
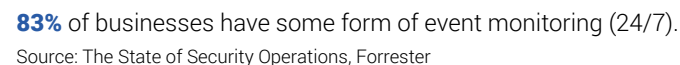


GREATER USER AWARENESS
Implementing an application use policy and having access to your activity summary increases user awareness in the context of security and areas of involvement.



Thanks to Axence nVision® we know about the problems before the end user notices them.

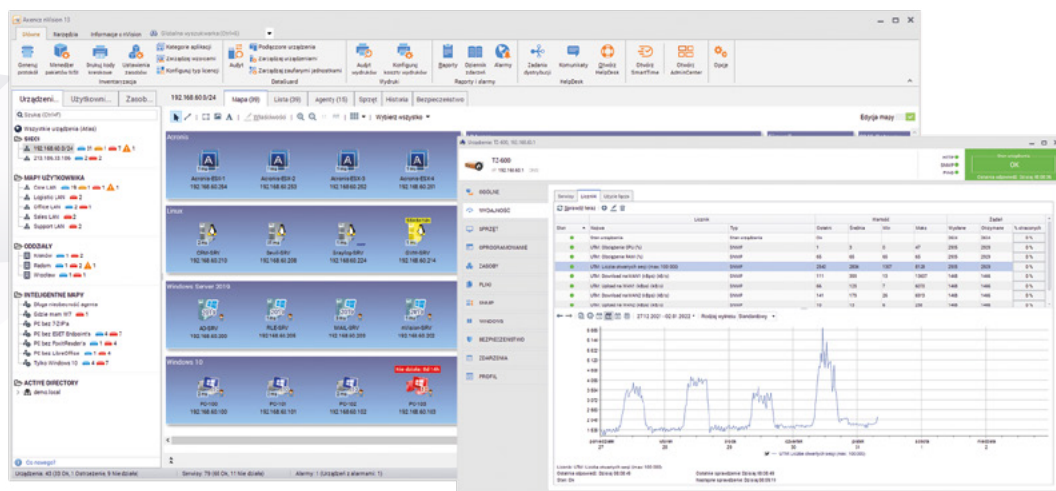
MACIEJ FABIAN – PHOENIX CONTACT



- 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 complier
 - 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, branch, selected map, or the entire network)
 - monitoring the list of Windows services
 - support for AES, DES, and 3DES encryption for the SNMPv3 protocol



Axence nVision® software is stable, easy to use, and user-friendly. After implementation, our company's infrastructure has been more secured.

GIRMANTAS BOZA – NORTHWAY BIOTECH

Axence nVision® facilitates finding and diagnosing problems with the operation of the 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

IT ASSET MANAGEMENT (ITAM)



\$359 billion in costs for companies worldwide due to malware from unlicensed software.

Source: Global Software Survey, BSA



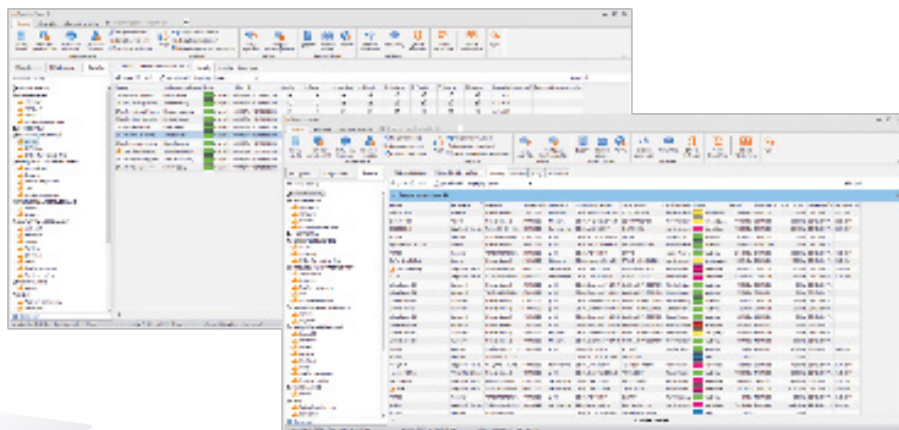
\$19.5 billion amounts to commercial values of unlicensed software in North America and Western Europe.

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
- detailed information and records of activities performed on assets throughout the life cycle, the possibility to define statuses and fields, and generate protocols
- assigning a document to multiple assets at the same time
- template-based document generator
- automatic numbering of added assets and documents according to the defined numbering pattern
- 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

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

IVAN TANEV – BULGARIAN STOCK EXCHANGE

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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



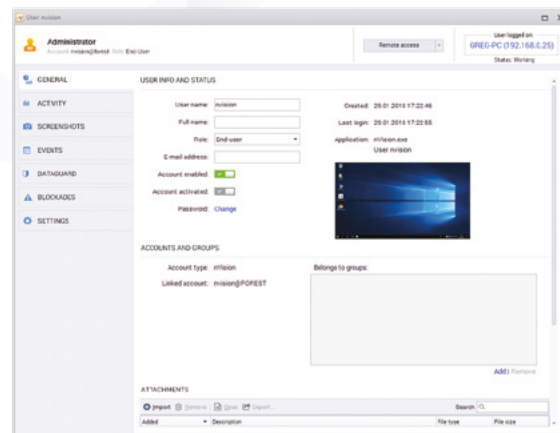
83% of respondents said their organizations experienced at least one successful email-based phishing attack in 2021.

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
- applications used (active and inactive)
- visited websites (website titles and addresses, number and time of visits)
- print audits (printer, user, computer), printing costs
- bandwidth usage: user-generated network traffic
- a remote static view of the user's desktop (without access)
- screenshots (user work history, screen by screen)
- monitoring of e-mail messages (headers) - anti-phishing
- detailed working time (activity start and end time, and breaks)
- blocking processes from running based on the location of .EXE

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This product is my go-to for everything I need for my business and my clients. The new Secure Remote Access for remote users is a plus and a great feature that I began to use when it initially came out. I can gather logs to see access, software updates, and so much more. The inventory is well worth the price. I always get great support if ever needed. In fact, I also added this tool to the hospital where I was an IT director for several years. My staff loved it because it was so easy to use and install on all the workstations and servers.

RANDAL PACHECO – PACH SECURE TECHNOLOGY LLC



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, Nextthink

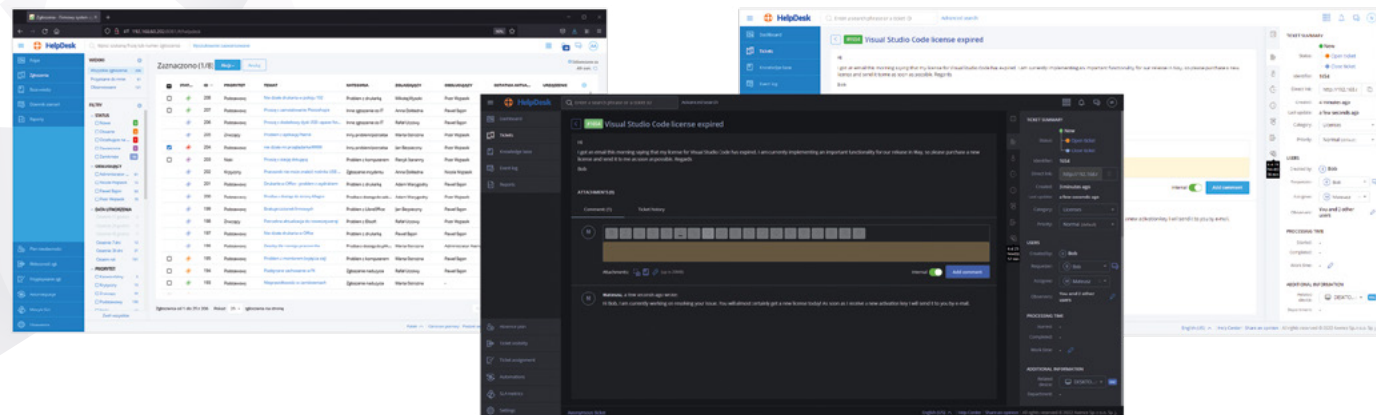


BENEFITS OF HAVING THE MODULE:

- 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
- 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
- processing of notifications 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
- planning replacements in assigning trouble tickets
- alerts and the trouble ticket view refreshed in real time
- a trouble 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



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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



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

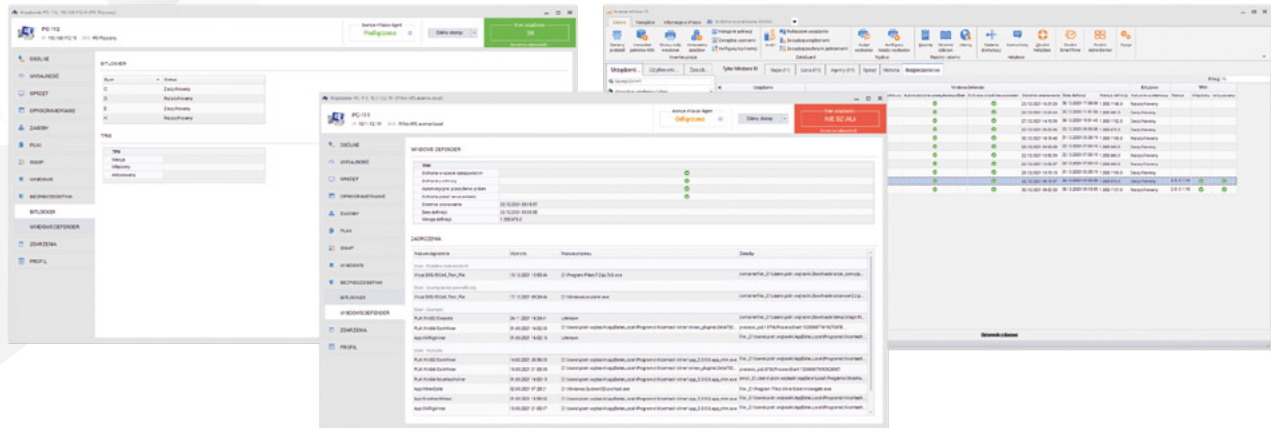


BENEFITS OF HAVING THE MODULE:

- 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 assigning a default monitoring and security policy to the user
- 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 (save, launch, readout) 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
- 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
- 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



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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. nVision Administrators can get it working and collect valuable data in a short time, even before implementing thresholds and alarms.

JORGE OLENEWA, NETWORK AND WIRELESS DATA COMMUNICATIONS PROFESSOR, GEORGE BROWN COLLEGE



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



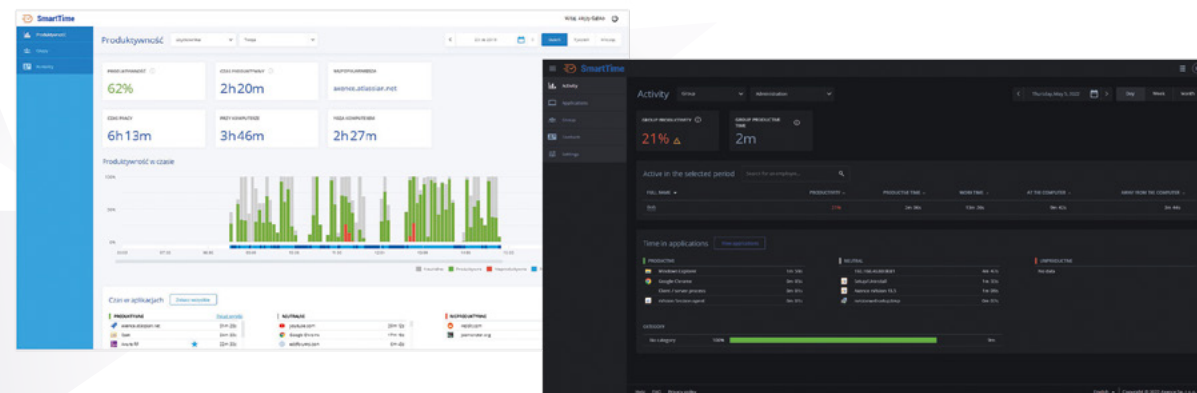
The average employee spends up to **32%** of their time on social media, or **2.35** hours daily.

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



280 days need organizations to identify and contain a data breach.

Source: Cost of a Data Breach Report, IBM



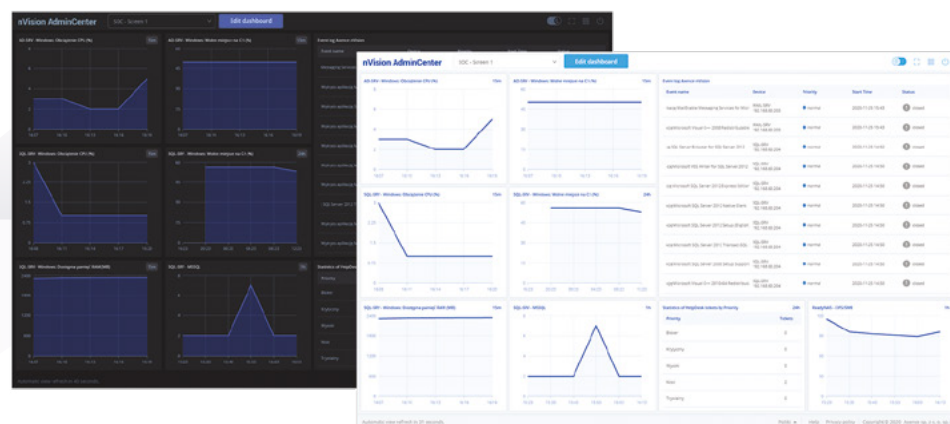
72% of the organization believe that the SOC (Security Operations Center) is a key element in creating a cybersecurity strategy.

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.

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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





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


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.

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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




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





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**



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