ConsoleWorks
Cybersecurity / Operations Platform

QUICK FACTS

INDUSTRY: IT Outsourcing (pharmaceutical customer)

ANNUAL REVENUE: $50 Billion

EMPLOYEES: Over 120,000

WEBSITE: tditechnologies.com

PRODUCT: ConsoleWorks

This leading global IT services organization (ITO), maintains and manages the very large and critical system networks of one of the world's largest pharmaceutical companies. To provide best-in-class cost - effective service and to meet the stringent compliance requirements of the ITIL framework, external and internal audit practices (SOX), this ITO turned to ConsoleWorks for their solution.

"With ConsoleWorks, our servers are under one management solution and that saves us tremendous amounts of time and money. If not for ConsoleWorks, we'd have to employ many different and costly solutions to provide server access across the networks."

Global Delivery Lead

Managing Global Business Operations with ConsoleWorks

CHALLENGES

Provide efficient, reliable and cost-effective infrastructure management while meeting challenging compliance requirements with:

- A practice that optimizes, simplifies and improves root cause analysis and remediation for all Incident Tickets sent from the monitoring-help desk system
- An approach that simplifies server management across all server types and geographical locations to reduce human errors, slash training costs and deliver best-in-class service
- A solution that directly supports the compliance requirements of the ITIL framework including the Change Management process—capturing server-level compliance data in order to "prove the compliance practice."

SOLUTIONS

This global IT services organization uses ConsoleWorks because this solution provides:

- A robust, real-time root cause analysis and remediation environment for quickly and accurately processing Incident Tickets
- A single system of management for all server types across all geographical locations providing central management and common, role-based access and control over server privileged interfaces
- Digitally-signed records for all actions on all servers to improve accountability, enable audit trail, and include change actions directly in compliance documentation

BENEFITS

With ConsoleWorks, this IT services provider has:

- Dramatically reduced cost of server management with higher level of service yielding increased reliability and availability
- Standardized enterprise-wide single solution server management — effectively enabling the management of a thousand plus dispersed terminals "in one place" with the same "touch and feel" on every device with almost no training overhead
- Direct support of ITIL framework compliance requirements and forensic evidence over all privileged interface actions for both internal and external

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Meeting Compliance and Standardizing Access with ConsoleWorks

One of the world's largest IT outsourcing (ITO) organizations enforces a strict IT framework to maintain the IT systems of one of the largest pharmaceutical companies on earth. Working on-site in one of the pharmaceutical's IT facilities, the ITO's global delivery leader for application hosting services is tasked with maintaining the hardware and equipment on the client's networks — including nearly 10,000 servers and consoles. "We maintain a big environment that includes critical SOX (Sarbanes Oxley) servers," says the global delivery lead.

"The pharmaceutical industry is very tightly regulated, as you can imagine." As such, meeting compliance is always a priority for the ITO's client and providing standardized console access is essential to supporting the compliance process on any network this large. Therefore, over a decade ago, to meet the dual challenges of managing increasing compliance requirements while delivering reliable and cost-effective infrastructure management, the ITO implemented ConsoleWorks®, and overcame 3 major challenges:

1. Establishing a Practice to Optimize Root Cause Analysis and Remediation

ConsoleWorks equips the ITO and its IT support teams to manage over 1,000 servers and consoles on the client's IT network, including the critical SOX and other compliance-related servers. "These servers have a special CMBD flag applied to them," says the global delivery lead.

"ConsoleWorks allows us to enforce the ITIL framework and the accountability on these critical network servers by recording the server logs from the root accounts. These logs are then safely stored and saved in ConsoleWorks, where no one can tamper with them." The ITO also reports on the ease of establishing accountability with ConsoleWorks through root account tracing:

"ConsoleWorks makes it easy for us to respond to Incident Tickets and Problem Reviews with real-time root cause analysis and remediation. We can go back and trace every action taken by our support teams on these servers. We can see signed logs and who has logged on using a root account, and then we can very easily trace back to every change made, including every command and action made."

2. Employing Standardized Server Access and Management Network-wide

If you want to meet compliance using root cause analysis and you have thousands of network servers, you need to have standardized access to them. "For that, you need a robust enterprise tool that is going to give you the advanced functionality you need every day, 24/7, 100 percent — and that tool is ConsoleWorks," says the global delivery lead. ConsoleWorks provides an approach to standardization that uses a single system of management for all server types across the network and all geographical locations, providing central management and common, role-based access and control over server-privileged interfaces.

"With ConsoleWorks," says the global delivery lead, "everything looks exactly the same for every machine everywhere in the world. Everything is simplified, and it puts every member of our support teams just about 20 seconds away from any server on the network anywhere on earth." In addition, the ITO reports that standardization contributes to a secure environment.

"ConsoleWorks keeps the Telnet connections open on the servers at all times. Because the consoles are always exclusively taken by the ConsoleWorks server, and it is always up and running and the Telnet connections are always on, we can always tell who is signed on and using a console on the network."

3. Supporting the Compliance Requirements for the ITIL Framework

To help meet compliance requirements of the ITIL framework, this ITO uses the information ConsoleWorks captures to verify the accuracy of compliance documentation. Server-level compliance data is used to "prove" the compliance practice and includes the capture of digitally-signed records for audit trails. "Every day," says the ITO's global delivery lead, "we use the logs and information echoed on the consoles to respond to hundreds of incidents and change requests. The input and output from these machines is used as information directly for things like the RFC (Request for Change) process and as post implementation exhibits in Change Management records."

This direct support of compliance requirements includes forensic evidence over all privileged interface actions for both internal and external audit requirements. "These robust capabilities make ConsoleWorks an invaluable tool for our client and our ITO," the global delivery lead concludes.

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