Improving application access control

ivanti

Increase desktop security and reduce IT workload and cost

The problem

Regardless of how or where a user accesses their desktop, it is essential they receive only the applications they require to be productive and are unable to access or introduce unauthorized applications. The introduction of unauthorized executable code reduces desktop stability, impacts security, breach licensing compliance, lead to user downtime and increase desktop management costs.

The cause

Controlling access to applications is one of the most important aspects of desktop

management, yet for many organizations it is one of the most difficult and costly parts of their desktop management strategies.

Application access is for many typically controlled by complex scripts and high maintenance lists, which can be time consuming, inflexible and costly to implement and maintain. Application access must also include protection from malware which when we consider most (new) malware is unknown code, how do you prevent and protect against what you don't know? Many solutions aimed at protecting against malware look for code that matches a set of definitions, making it easy to bypass with a new piece of code that is not listed in the definition library.

About AppSense

AppSense helps corporate IT teams deliver the ultimate in user experience and productivity on both physical PCs and virtual workspaces while optimizing security and lowering both operations and infrastructure costs. AppSense achieves this by separating policy, performance, profile, privilege and data away from the underlying operating system, applications and devices. AppSense DesktopNow and DataNow then deliver it back to the workspace in real time, via any delivery technology, physical, virtual, or cloud. AppSense solutions have been deployed by 3,200 enterprises worldwide to over 7 million desktops. The company is headquartered in Sunnyvale, CA with offices around the world.

The solution

With AppSense, IT teams are now in full control. Application access entitlements can be defined on a per-user basis based on factors such as user, location, device name, IP address, firewall settings, even time of day providing complete control over what can be executed, from where, and when.

Only trusted applications installed by administrators are allowed to execute, while any user-introduced applications and even unknown code is automatically prevented from launching by default.

IT teams can also control user rights at a much more granular level, making it possible to eliminate troublesome Local Administrator

accounts and provide all users a standard user account. IT can then specify which applications or tasks, for which users, can then be automatically elevated to run as Administrator. To control user rights, when an execution request is made the security token the security ticket that is requested will be dynamically modified to have permissions elevated or lowered, and therefore the application can now either run (or be blocked), with elevated or reduced privileges.

The impact and savings

Based on extensive customer feedback, it may take some organizations on average 2 days to fully lockdown a corporate application, including finding all associated code, locking

down the application, thoroughly testing lockdown configurations, and finally deploying the configuration. This typically involves securing the environment with Microsoft Software Restriction Polices and Microsoft Group Policy Preferences.

According to Gartner, the number of applications in the average organization represents approximately 10% of the number employees in the organization. A company with 2,000 users may therefore have up to 200 applications to manage.

AppSense replaces this time consuming and costly exercise by using out-of-the-box

technology to automatically control application access at just a fraction of the cost without high maintenance lists or complex scripts.

The benefits

- Desktops remain in original gold-built state
- Prevent unknown applications or malicious code from executing
- Increased system uptime, security and user productivity
- Reduce the threat of unknown malware
- Eliminate trouble Local Administrator user accounts
- Enforce application licensing restrictions

The proven customer success

Conexus Credit Union simplify application management with AppSense and save time and costs:

"We are using AppSense Application Manager to manage our application access and have been relieved to find that is has dramatically simplified and reduced the time of this process. The graphical user interface is very easy to use, making it much less time consuming to assign access rights across all divisions, subsidiaries and even right down to individual role level."

Trevor Allen, Supervisor of Infrastructure Services, Conexus Credit Union.

Everton Football Club achieves costs savings through increased efficiency:

"AppSense gives us flexibility and has helped maintain a secure system. I am now confident all the security issues in our environment have been eliminated. The beauty of AppSense is that it's a total solution. I know what it's doing and it just gets on with it so I don't have to think about it. Cost savings are also already evident and we have become much more efficient."

Steve Etheridge, IT Manager, Everton Football Club

Motorola eliminates costly and time consuming tasks with out-of-the-box technology:

"In the past, removing an unauthorized application was costly and time-consuming and required checking each of our servers by hand to where the applications had and had not been installed. AppSense is unobtrusive for administrators and requires extremely little administration and now we no longer wonder what our users are installing, our systems stay the way we set them up and inappropriate use is easily monitored, blocked and logged."

Chris Ransdell, Project Manager, Motorola