

# Reducing IT TCO with Effective Endpoint Security Management



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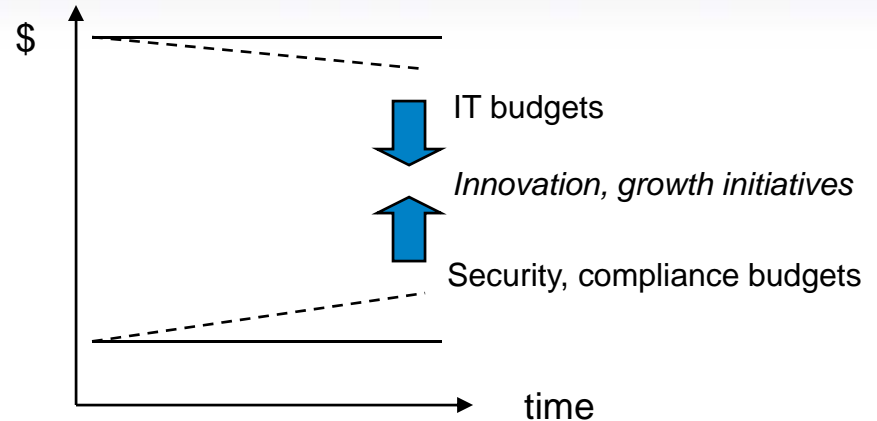
Vulnerability Management | Endpoint Protection | Data Protection | Reporting and Compliance

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**How has the current economic environment impacted organizations and the security and management of endpoints?**

# Business Challenge - Do More with Less

- Relentless security threats
  - » Increasing sophisticated
  - » Financially motivated
- Complex compliance requirements
  - » Industry and gov't regulations
  - » Industry standards and best practices
  - » Service Level Agreements
  - » Internal policies
  - » Highly regulated business environment
- Challenging economic conditions
  - » Financial pressures
  - » Employee pressures
- Internal motivations
  - » Optimizing processes for greater efficiency
  - » Allocating resources to minimize total cost
  - » Aligning IT investments with the strategic objectives of the business



# Risk Management Enables Well Managed Endpoints

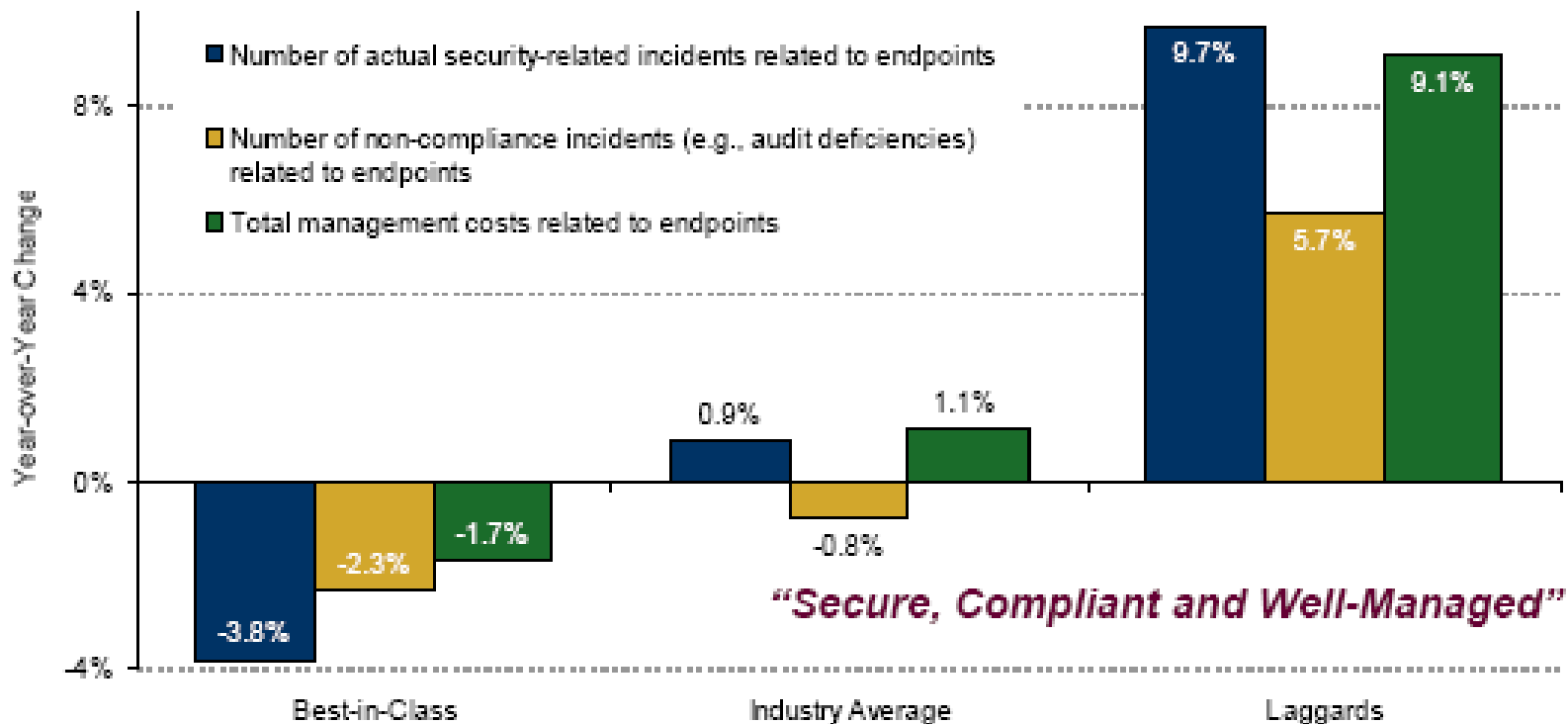
*IT Security “Governance, Risk Management, and Compliance” = Secure, Compliant, Well-Managed*

Risk		Compliance		Governance		
Assess	Manage	Achieve	Sustain	Optimize	Allocate Resources	Alignment w/ the Business
Threats Vulnerabilities Opportunities Identify/Classify	Accept Ignore (Accept) Assign Manage	Industry Regulations Government Regulations Industry Standards / Best Practices Service Level Agreements Internal Policies		Cost Reduction Efficiency Effectiveness	More “Rewarded” Risk, Less “Unrewarded”	Enable Innovation, Growth Opportunities
<b>Educate the Organization</b>						

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**Latest Aberdeen report highlights performance metrics for organizations deemed “Best-in-Class”?  
Can you explain what these mean?**

# Is Your Organization “Best-in-Class”?



## Definitions

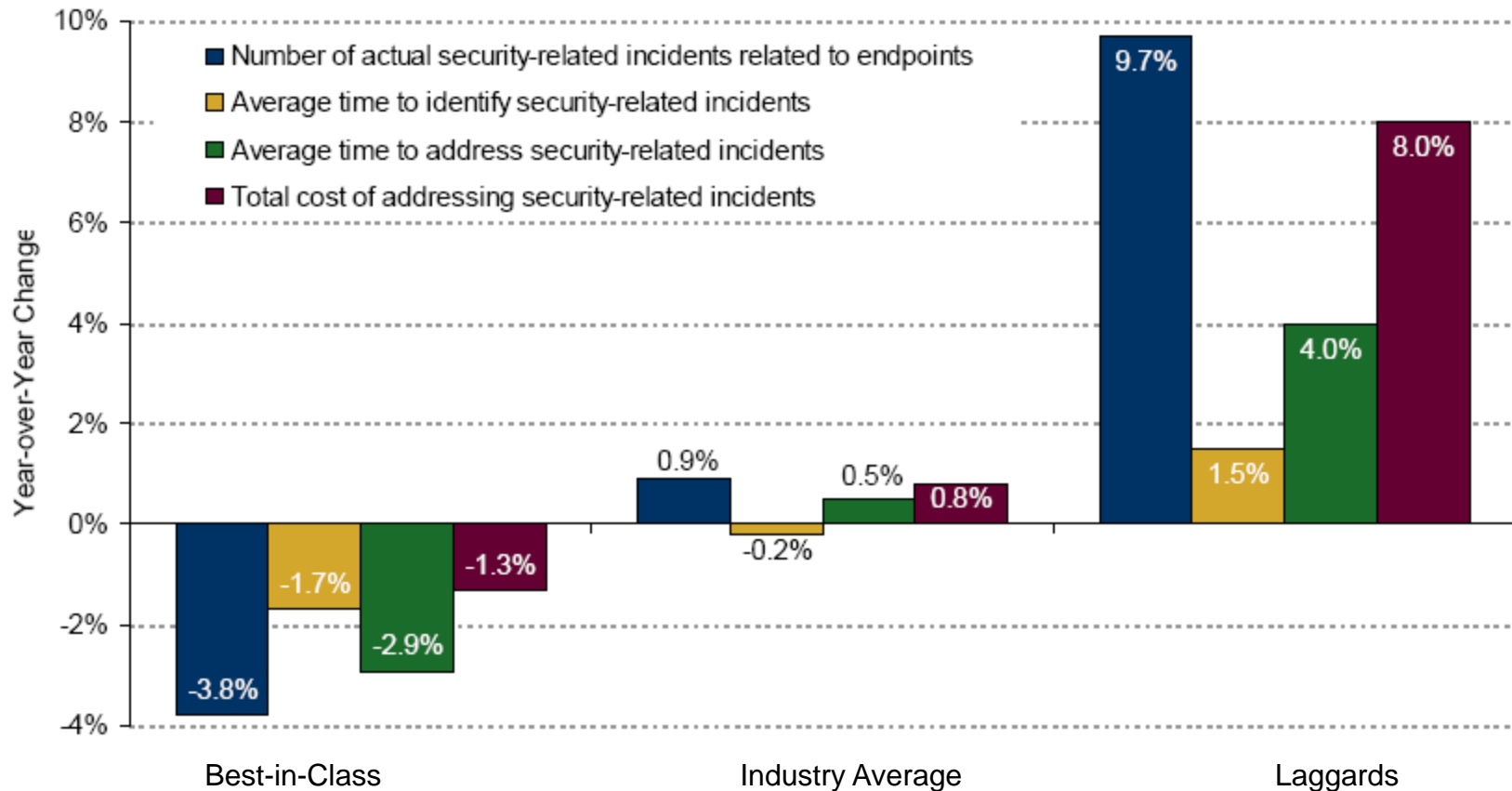
- Best-in-Class - Top 20% of aggregate performance scorers
- Industry Average - Middle 50% of aggregate performance scorers
- Laggard - Bottom 30% of aggregate performance scorers

Source: Aberdeen Group, *Endpoint Security, Endpoint Management*, March 2009

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**From a security perspective, what are the Best-in-Class key performance indicators (KPIs)?**

# Key Performance Indicators (KPIs) - Security



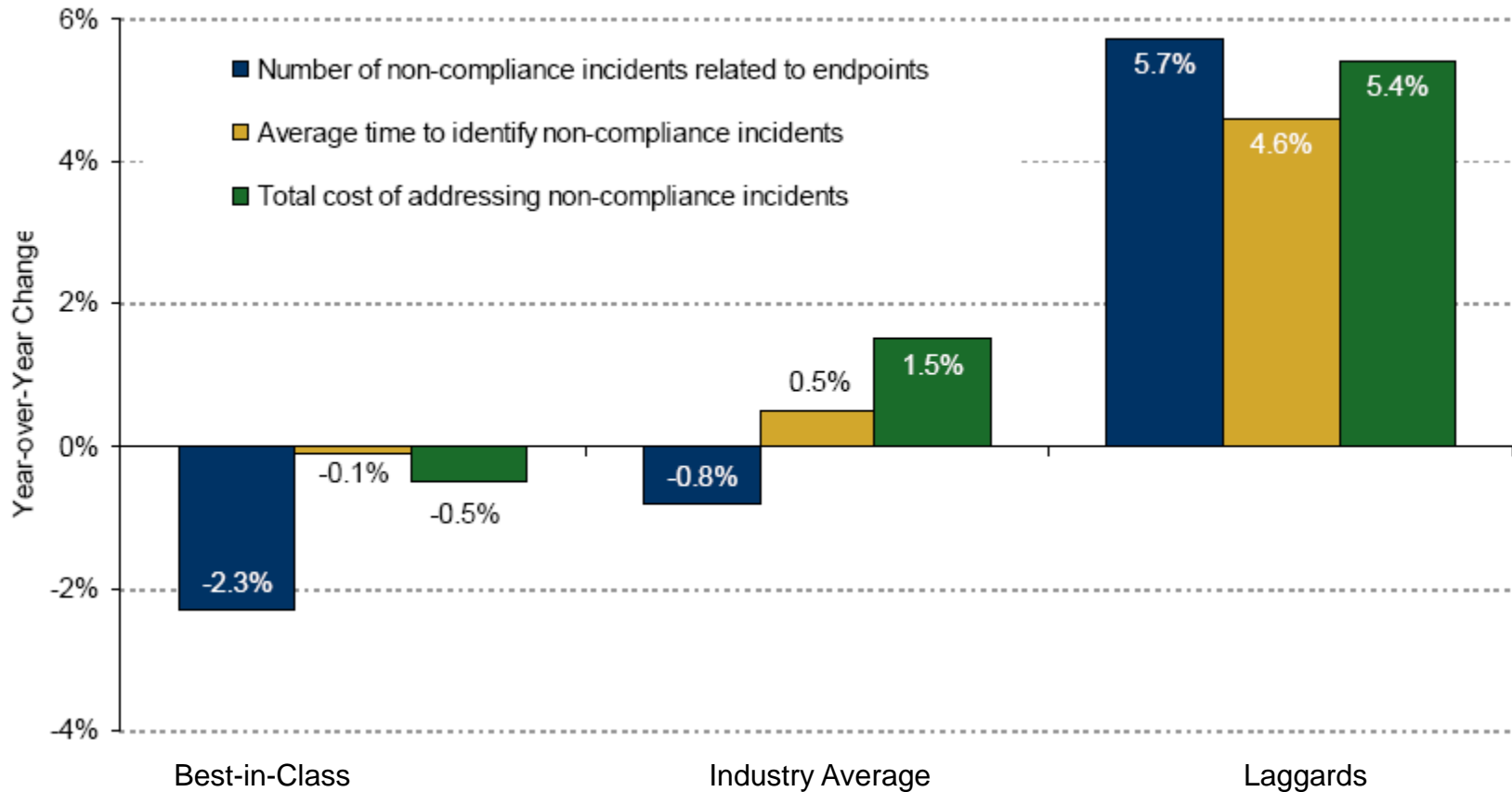
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**What are the Best-in-Class KPIs from a compliance perspective?**

# KPIs - Compliance

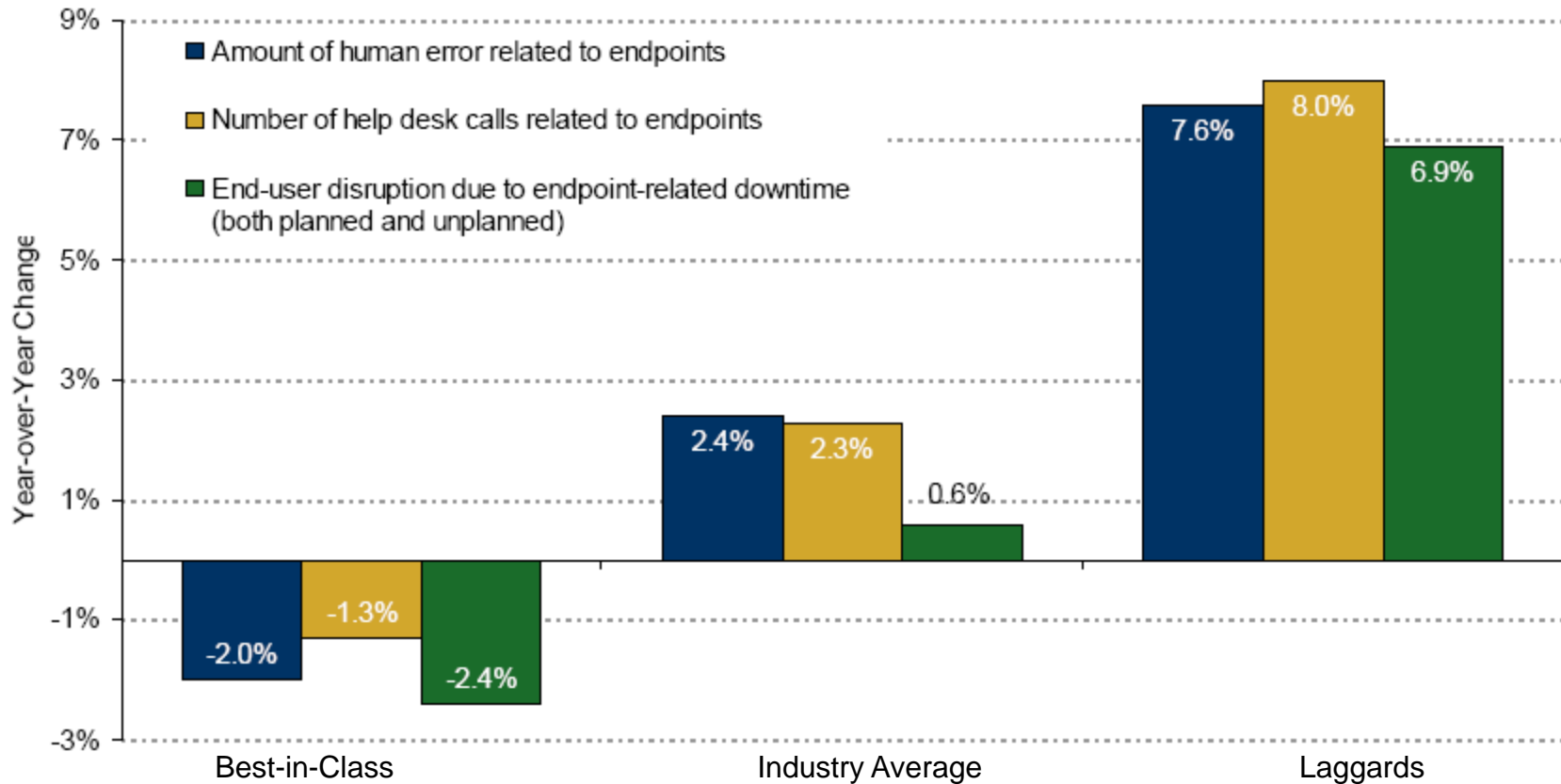


Source: Aberdeen Group, *Endpoint Security, Endpoint Management*, March 2009

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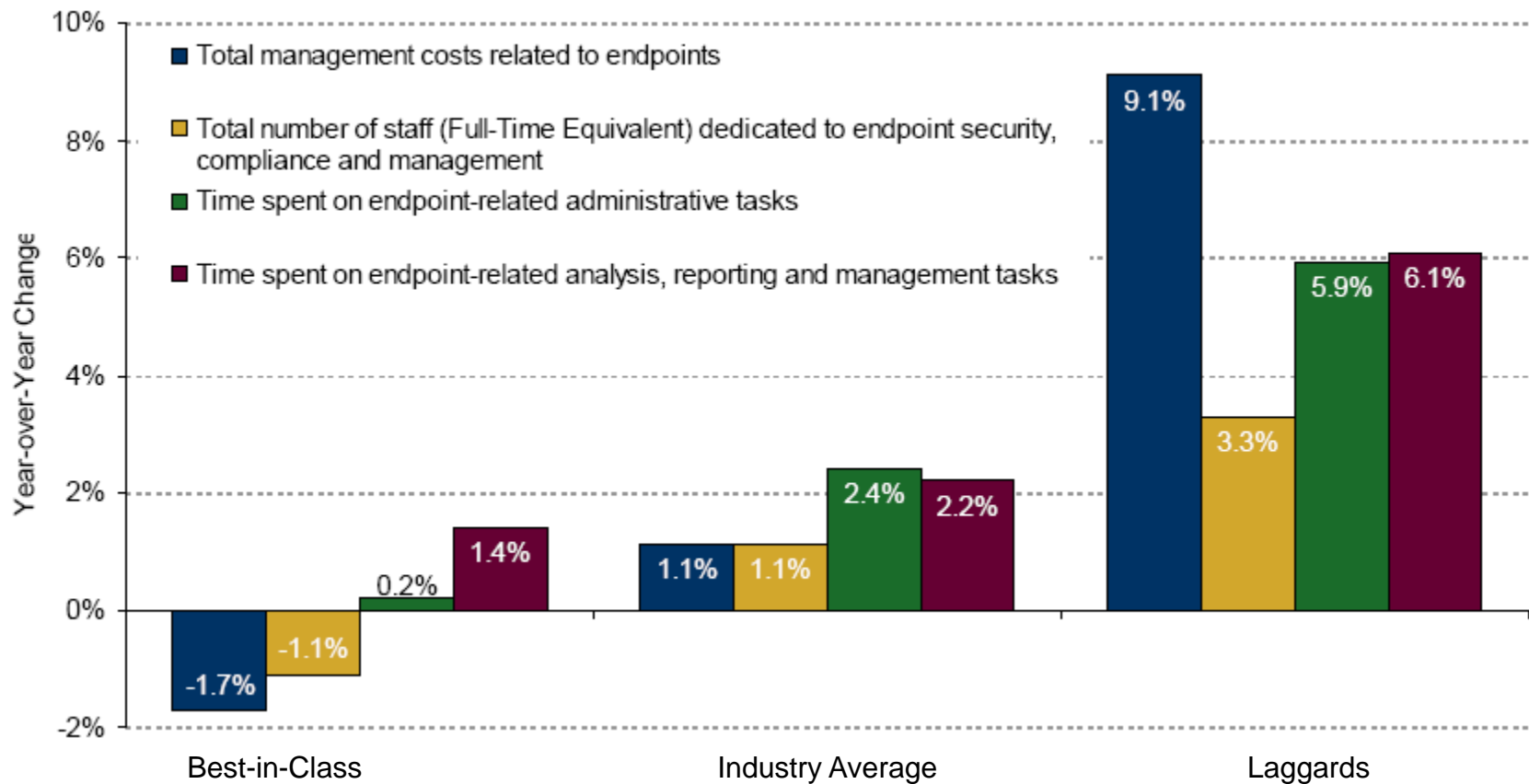
**What are the Best-in-Class KPIs from an operational cost perspective?**

# KPIs– Operational Costs (end-user)




Source: Aberdeen Group, *Endpoint Security, Endpoint Management*, March 2009

# KPIs– Operational Costs (IT Management)



Source: Aberdeen Group, *Endpoint Security, Endpoint Management*, March 2009

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**So it looks like top performance from an endpoint security perspective can significantly impact your bottom line. Could you walk us through an example?**

# Effective Endpoint Security Reduces Costs

- Best-in-Class organizations achieve 10.9% annual advantage
  - » Total staff (FTE) dedicated to endpoint security, compliance and management = 4.5%
  - » Time spent on endpoint related administrative tasks = 5.8%
  - » Time spent on endpoint related analysis, reporting and management = 4.6%
  
- Example: 4.5% reduction in FTE staff
  - » How many FTE staff do you have?
  - » How much on average do they cost?
  - » Assuming 8 FTE staff at fully loaded cost of \$125k/year, top performance translates to approximate annual savings of \$45k
  - » Assuming weighted average cost of capital (i.e. time value of money) of 10%, \$45k/year in perpetuity has net present value of \$450k

Source: Aberdeen Group, *Endpoint Security, Endpoint Management*, March 2009

# Effective Endpoint Security Reduces Costs

- \$245/endpoint/year is associated with cost of endpoint security, compliance and management.

## Best-in-Class impact:

- » Endpoint security costs = 9.3% or \$6/endpoint/year
- » Endpoint management costs = 10.9% or \$6/endpoint/year

- Example: Components of TCO/endpoint/year


- » Internal Support :  $\$85 * 9.3\% = \$7.90$
- » Reinstall/reimage/recovery:  $\$46 * 9.4\% = \$4.30$
- » Endpoint Security and Compliance:  $\$63 * 9.3\% = \$5.90$
- » Endpoint Management:  $\$51 * 10.9\% = \$5.60$

**Best-in-Class performance saves \$24/endpoint/year or \$80 over the average endpoint replacement cycle (roughly 3 years)**

Component	% of TCO	Annual Cost
Hardware (initial configuration)	30.9%	\$291
Software licenses (incremental to the initial configuration)	20.4%	\$191
Upgrades (all upgrades over the average refresh cycle)	8.1%	\$76
Support (from vendors)	5.3%	\$50
Training (all)	7.4%	\$70
Support (internal, e.g., helpdesk)	9.1%	\$85
Reinstall / reimage / recover	4.9%	\$46
Endpoint Security / Compliance	6.7%	\$63
Endpoint Management	5.4%	\$51
Other	1.9%	\$18

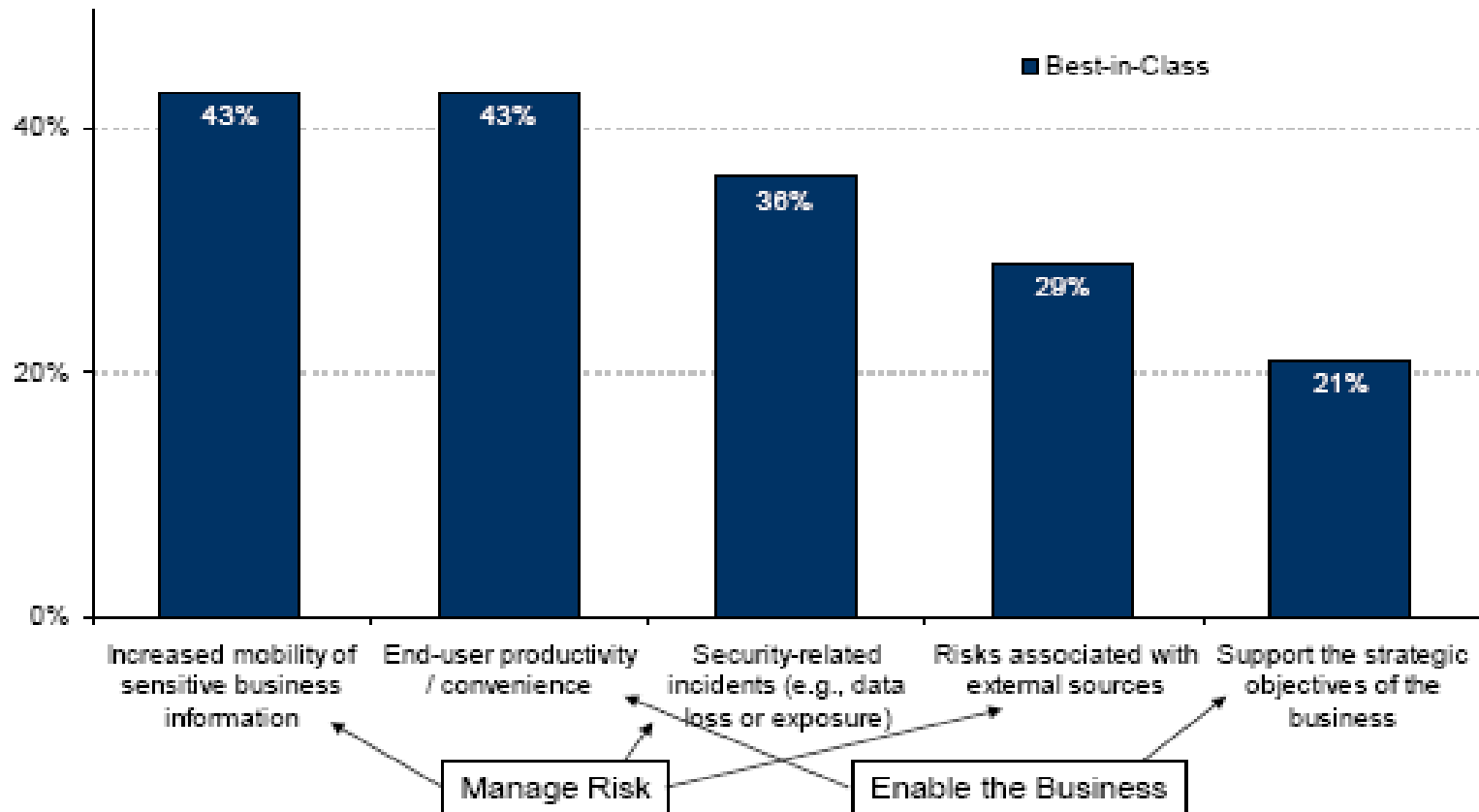
Source: Aberdeen Group, *Endpoint Security, Endpoint Management*, March 2009




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**In this current economic and dynamic threat landscape, what forces are driving Best-in-Class organizations to invest in endpoint security solutions?**

# Balance Risk versus Productivity

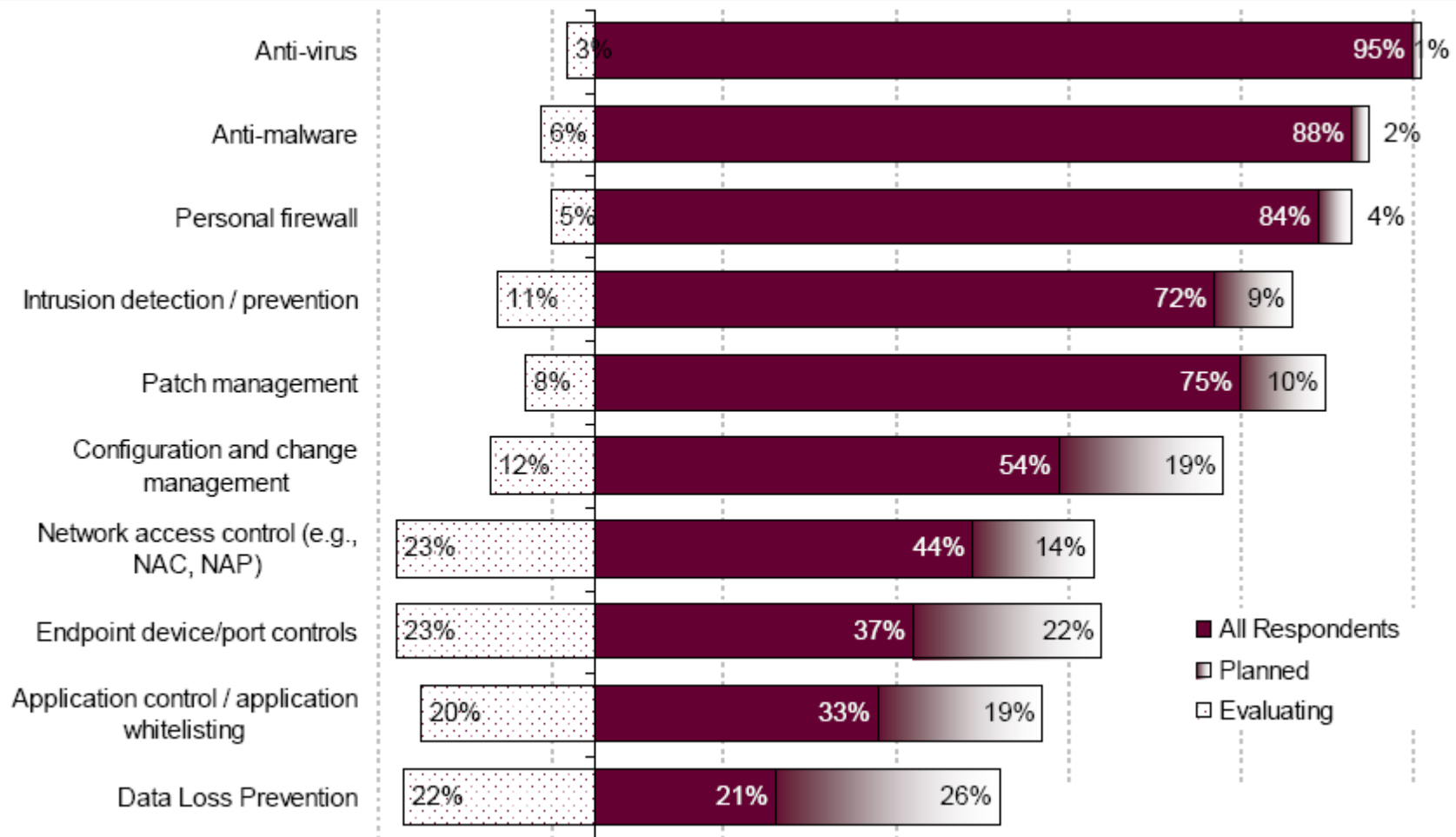


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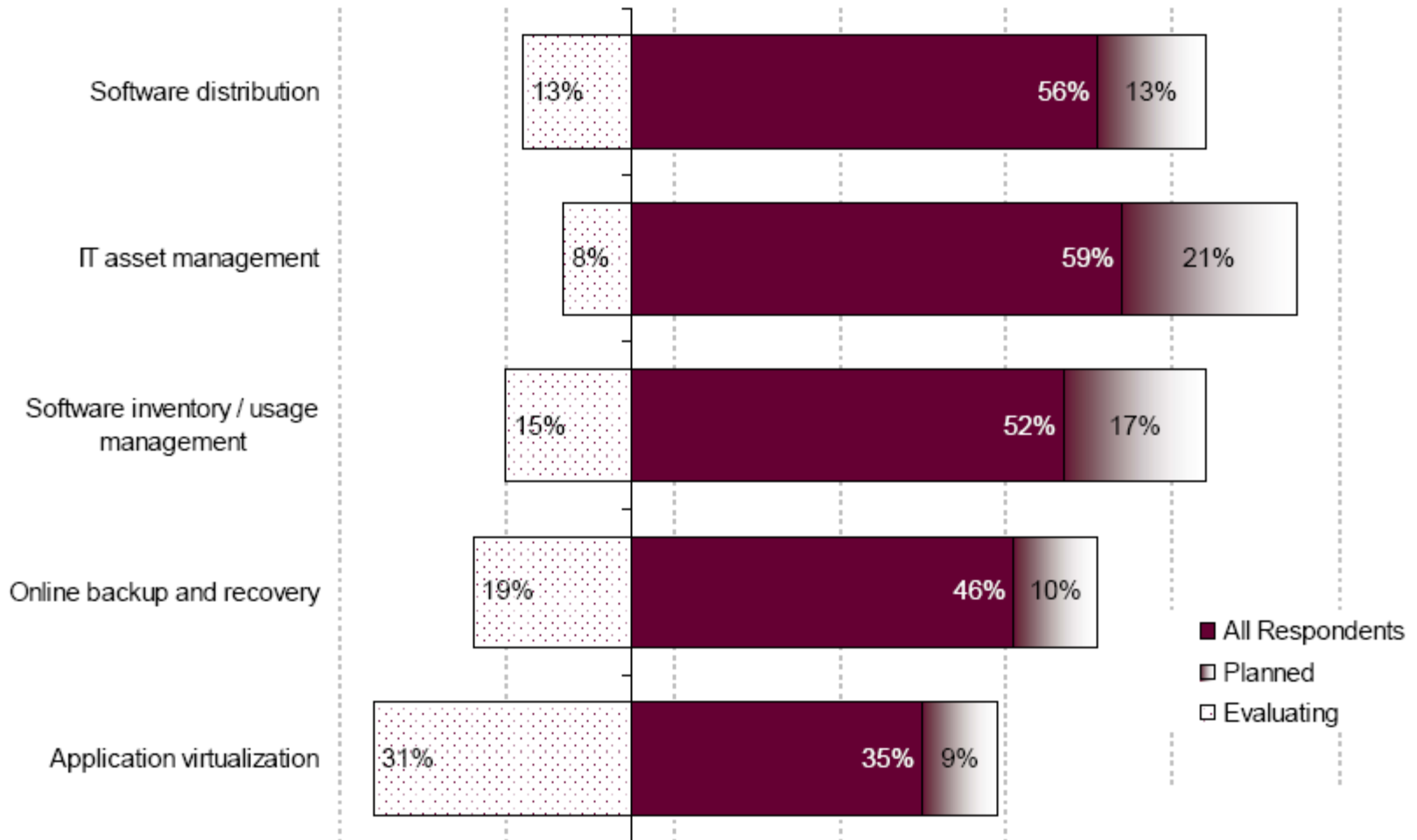
**What technologies are enabling the protection and management of endpoint systems?**

# Technologies Enabling Endpoint Security



Source: Aberdeen Group, *Endpoint Security, Endpoint Management*, March 2009

# Technologies Enabling Endpoint Management



Source: Aberdeen Group, *Endpoint Security, Endpoint Management*, March 2009

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**Can you provide us with any recommendations?**

# Key Recommendations to Improve Security Posture and Reduce TCO

1. Identify and inventory the endpoint systems being protected and report on them
2. Prioritize security objectives for these assets as a function of risk, audit and compliance requirements and establish consistent policies and procedures
3. Standardize endpoint systems, configurations and rollout processes.
4. Establish an overall approach to endpoint protection and management
5. Automate assessment, prioritization and remediation of security-related issues and packaging, provisioning and installing software and configuration changes
6. Assign clear ownership and accountability for endpoint security and management initiatives to an executive or cross-functional team
7. Invest in documentation, awareness and training for end-users
8. Establish a consistent, unified view of information and events related to endpoint systems; standardize audit, analysis and reporting
9. Measure and monitor regularly



Thank You.

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or check out our blog for the most up-to-date  
commentary at <http://blog.lumension.com>





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