



nVision  
axence

A must-have for any Network Master

-  NETWORK MONITORING
-  HARDWARE AND SOFTWARE INVENTORY
-  USER ACTIVITY MONITORING
-  INTERACTIVE HELPDESK
-  DATA SECURITY

# WE ARE A LEADING VENDOR OF SOFTWARE FOR THE INTEGRATED MANAGEMENT OF IT INFRASTRUCTURE



**MORE THAN 600,000  
INSTALLATIONS IN 175 COUNTRIES**



**OFFICES IN POLAND, USA AND MEXICO**



**50+ AUTHORIZED PARTNERS**



- ✓ 10 GOLDEN BITS AND A NUMBER OF OTHER INDUSTRY AWARDS
- ✓ SOLUTION OF THE YEAR IN MICROSOFT CEE CONTEST

- more than 10 years on the market
- dynamic development – year-over-year revenue growth of 40% (2013/2014)
- 4 interface language versions: PL, EN, ES and DE
- technical support at the highest global level

# THIS MODERN SOLUTION FOR IT INFRASTRUCTURE MANAGEMENT IS A SERIES OF BENEFITS FOR COMPANIES AND INSTITUTIONS

Axence responds to the needs of IT professionals in the scope of network and user monitoring, hardware and software inventory, the provision of technical support, and prevention against data leakage. We follow both market and customer expectations, as we continuously implement new functions to meet the latest trends and technologies.

**WE SUPPLY TOOLS WHICH MAKE UP A TRUE MUST-HAVE FOR THE MODERN ADMINISTRATOR – THE NETWORK MASTER.**

We facilitate the operation of IT organizations, and at the same time we respond to the visions and expectations of the management of companies and institutions. We help them to save time and money and increase work efficiency.

**HAVE A LOOK AT ALL THE MODULES OF AXENCE NVISION PRO**



# NETWORK

Comprehensive network monitoring

A circular gauge with an orange border and a grey inner ring. The number '59%' is written in orange inside the circle. The gauge is partially filled with orange, representing 59% of the total.

59%

of people responsible for IT in Polish companies believes that the implementation of IT monitoring tools would improve the security level in their organizations.

Report "Security. Risk. Availability", TNS at the request of HP Poland



## WHAT ARE THE BENEFITS OF THE NETWORK MODULE?

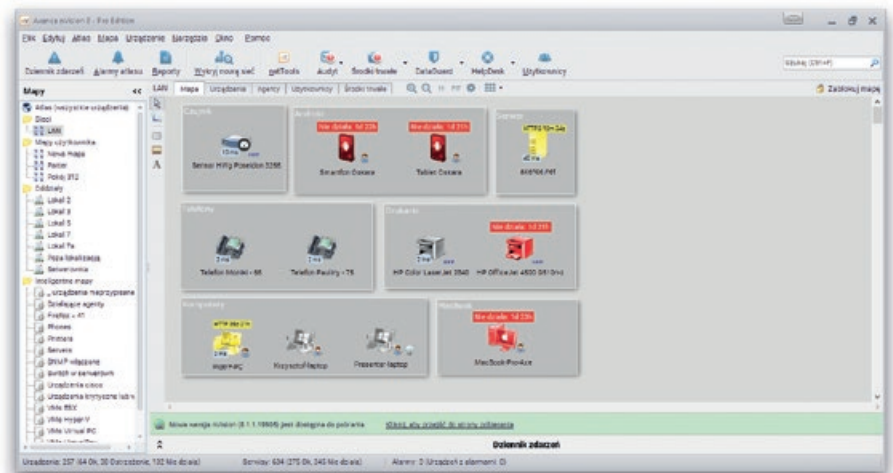
- Prevention of costly downtimes by detecting the potential failure reasons
- secure server room – humidity and temperature monitoring
- time saving – transparent reports available immediately
- more control over system processes
- better performance of business processes due to comprehensive insight into the operation of crucial services

Axence nVision Pro helps me to locate and diagnose problems in the operation of the network and individual machines before their users even know that something is going wrong. I can check in an instant whether the networks in my branches are working without trouble and whether the CPU or memory in any of the machines is overloaded.

YMCA,  
USA

## ✓ LIST OF FEATURES

- network scanning, discovery of devices and TCP/IP services
- interactive network maps, user/branch maps, intelligent maps
- simultaneous work of numerous administrators, management of authorizations, access rights
- 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
- file distribution with use of WMI
- SNMP v1/2/3 counters (e.g. network transfer, temperature, humidity, power voltage, toner level and others)
- MIB file compiler
- support for SNMP traps
- routers and switches: port mapping
- support for syslog messages
- event-actions alarms
- alerts (desktop, by e-mail, by SMS) and corrective actions (program launch, machine restart, etc.)
- reports (for a device, branch, selected map or entire network)





# INVENTORY

## The easy management of IT assets (ITAM)

**ITAM (IT Asset Management)** is a term used to define the business practices which enable the easier management of IT costs within an organization. Axence nVision Pro is a key to the efficient management of corporate IT resources.

51%

of software installed on corporate machines in 2013 were unlicensed copies. This is often not the result of the bad intent of companies, but rather of the incorrect management of IT licenses and resources.

Business Software Alliance (BSA) report

\$ 1 000 000 USD

a company from eastern Poland is liable to pay a fine of 1,000,000 USD after more than 200 illegal applications were found installed on their machines.

Business Software Alliance (BSA)



### WHAT ARE THE BENEFITS OF THE INVENTORY MODULE?

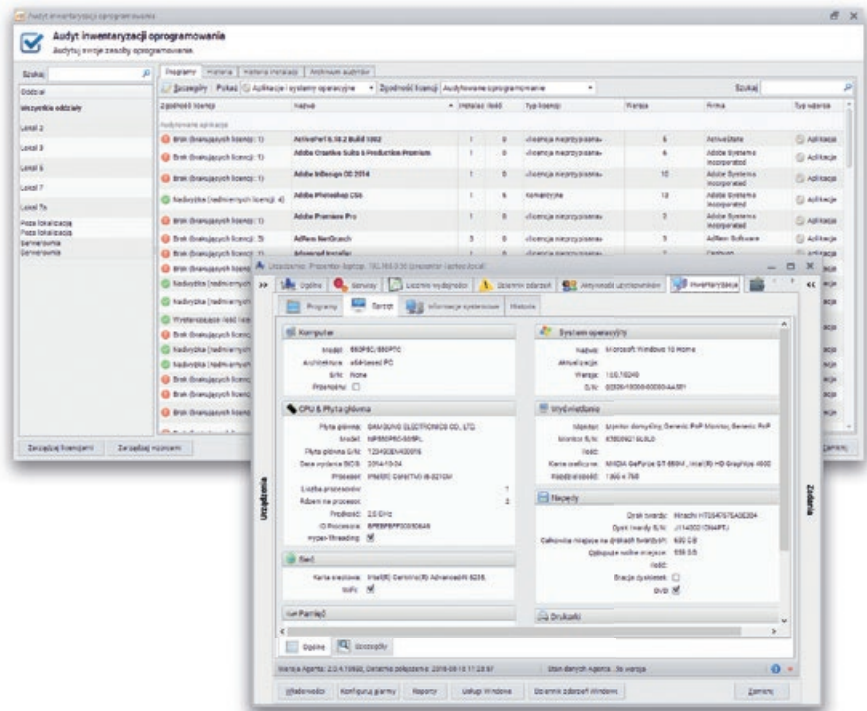
- comprehensive control over even the most extensive IT infrastructure
- full list of installed/used software, which means fines are avoided
- reduction in the costs of IT department by detection of redundant licenses (for unused software)
- improvement in the management of workstations and the easier planning of new resources
- quick audits from the level of mobile application
- assistance for the accounting department – register of fixed IT assets

The most visible change, which has occurred after the deployment of Axence nVision software, is the time saved through the automation of computer inventory taking – now the IT staff can focus on activities more effective than manual data input

State Archive  
in Katowice

## ✓ LIST OF FEATURES

- list of applications and Windows updates are on an individual workstation (register, disk scan)
- list of Microsoft software keys
- information on register entries, executable files, multimedia files, .zip archives and file metadata on a workstation
- detailed hardware configuration of a specific workstation
- system information (startup commands, user accounts, shared folders, SMART information etc.)
- hardware and software inventory audit
- history of hardware and software changes
- IT asset register database (defining own asset types, their attributes and values, attachments, importing data from CSV files)
- alarms: software installation, change of hardware resources
- offline inventory scanner
- Android application which enables a physical inventory to be carried out using the QR barcodes
- Agent for Android, which keeps the inventory of mobile devices (also outside of the corporate network)
- audit archiving and comparison





# USERS

Better security and employee performance

**Human** - the weakest link in each corporate IT security system.

**Phishing** - adopting the identity of co-workers to hack into the corporate network.

**Cyberslacking** - use of Internet access at work for private purposes.

32%

of data leaks is a result of the unauthorized, often the unwitting actions of employees.  
B2B International and Kaspersky Lab report



1 hour 11 minutes

Employees spend 1 hour and 11 minutes per day on websites unrelated to their duties. At such times they are more exposed to attack.

Report TimeCamp



\$ 1 497 763 000 PLN

is the yearly cost of the time which employees spend on shopping websites whilst at work.

Report TimeCamp



## MORE SECURITY AND LOWER COSTS

- improving the corporate security level: the blocking of dangerous Web domains against accidental opening and malware infection
- protecting employees against phishing messages and APT attacks
- optimizing the work organization – knowledge of the time spent on specific activities enables the improvement of the business processes
- minimizing the cyberslacking and improving the employees' performance
- reducing printing costs

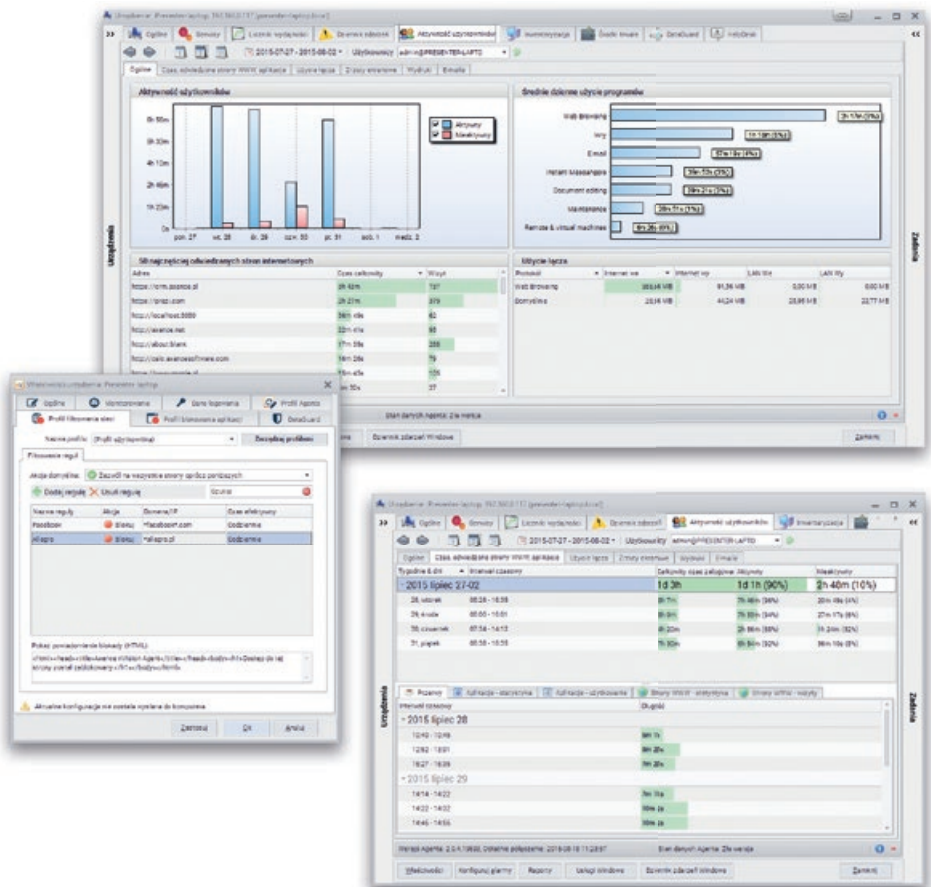


After the implementation of Axence nVision software, user awareness concerning the responsible browsing of Web resources and the effective use of computers for professional tasks have grown significantly

DEFUM S.A  
Machine Factory

## ✓ LIST OF FEATURES

- blocking websites
- blocking of launched applications
- monitoring of e-mail messages (headers) – anti-phishing
- detailed work time (start and end times for activities and breaks)
- applications used (in an active and inactive manner)
- visited websites (website titles and addresses, number and duration of visits)
- print audits (per printer, user, computer), printing costs
- link usage: network traffic generated by users
- static remote view of user desktop (without access)
- screenshots (user work history, screen by screen)





# HELPDESK

Intuitive technical support

**IT event** – each, even the slightest event which has an impact on the optimal operation of the IT infrastructure. Most events can be counteracted, but there are some unavoidable incidents which have the potential to disrupt the operation of the entire organization. To remedy such situations in a quick manner, you need technical support service.

32%

of all IT events is related to the human factor, where 6% pertains to configuration errors, and the remaining 26% to other employee errors.

Dimension Data report

70%

of companies neglect the need of regular software updates, thus increasing the risk of an attack on the corporate network.

F-Secure report



## QUICK ASSISTANCE AND THE OPTIMIZATION OF THE WORK OF THE IT DEPARTMENT

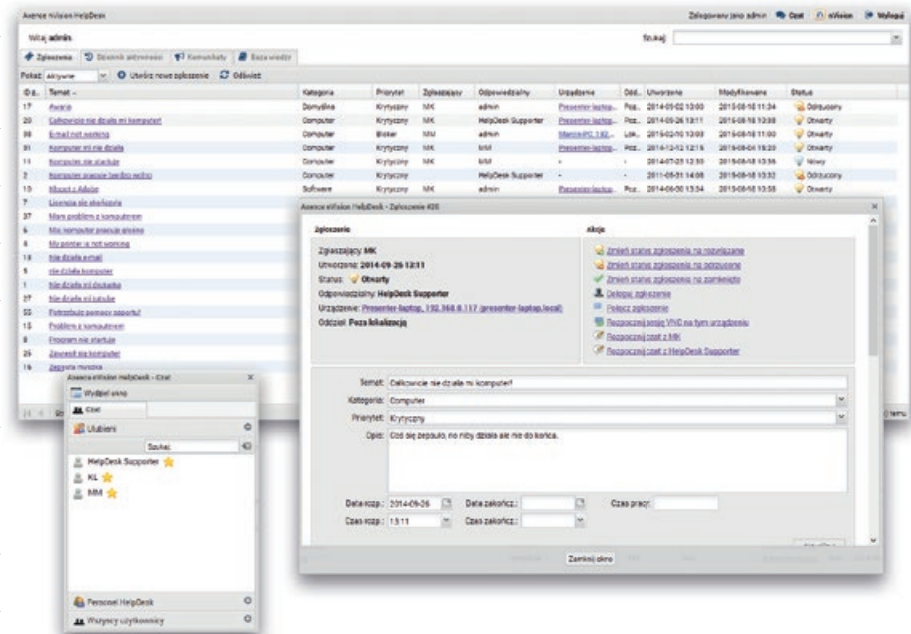
- reducing the costs of technical support and saving the time of IT staff
- reducing the amount of costly downtime and increasing the employees' performance
- personnel education – guides how to handle the most common problems
- minimizing the risk of cyber-attack through software gaps – remote distribution of software, including updates, to multiple workstations at one time
- efficient distribution of important information – messages sent to users with option of obligatory confirmation that the message has been read

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

## ✓ LIST OF FEATURES

- database of service tickets
- creating and management (assigning administrators) of tickets
- comments and attachments to the tickets
- screenshots within tickets
- internal messenger (chat)
- messages sent to users/machines with the option of obligatory confirmation that the message has been read
- remote access to computers with the possibility to request user consent and the blocking of peripheral devices
- file distribution/execution tasks
- integration of user database with Active Directory
- processing trouble reports from e-mail messages
- knowledge base





# DATAGUARD

Control of data access

**BYOD (ang. Bring Your Own Device)** – a trend involving the use of private devices at work, described by IT managers as one of the main challenges for network administrators today.

69%

of Poles declares that they often use private mobile devices for professional purposes. Every fifth person is ready to break the corporate security policy to do so.

Fortinet Report

64%

of companies cannot be sure, where their confidential data are located, and more than half of them worries that the data can be stolen by temporary workers.

Data Security Intelligence Report, performed by Ponemon Institute



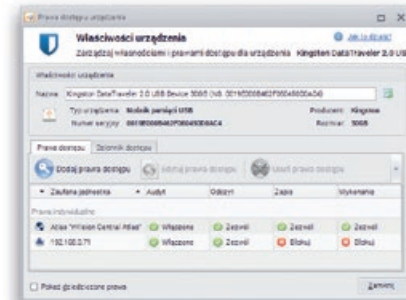
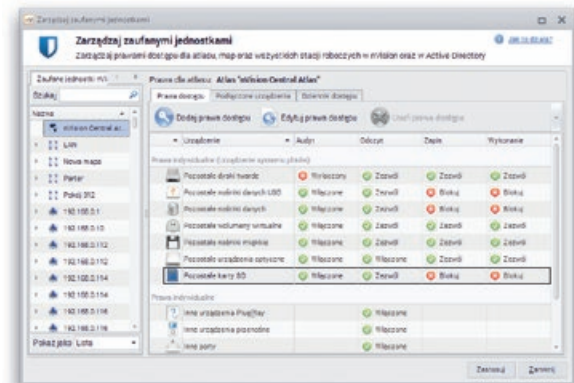
## PROTECTION AGAINST DATA LEAKAGE AND NETWORK INFECTION

- reducing the risk of strategic data leak through the use of portable storage and mobile devices
- protecting the corporate network against viruses automatically installed from flash drives or external storage disks
- saving money and time required to restore lost data
- defining the policy of corporate data transfer by employees together with appropriate authorizations

As we expected, after the implementation of Axence nVision the administrators gained knowledge about the devices connected to the network. Thanks to DataGuard, it is possible to define the access rights to selected data media for individual users. Data transferred on USB flash drives are also controlled. The entire solution is perfect for integration with Active Directory

## ✔ LIST OF FEATURES

- information about devices connected to a specific computer
- list of all devices connected to networked computers
- audit (history) of connections and operations on mobile devices and network shares
- management of access rights (writing, executing, reading) for devices, computers and users
- central configuration: setting the rules for the entire network, for selected network maps and for Active Directory groups and users
- integration of user/group database with Active Directory
- alerts: mobile device connected/disconnected, file operation on a mobile device



# Choose your version

## FREE

- for free (also for commercial uses)
- mapping and monitoring of an unlimited number of devices
- basic user monitoring, inventory, helpdesk and device access control functions for 25 machines
- no time limits

## PRO

TEST THE FULL FUNCTIONALITY FOR 30 DAYS.  
[WWW.AXENCE.NET/DOWNLOAD](http://WWW.AXENCE.NET/DOWNLOAD)



### NETWORK

Network monitoring



### INVENTORY

Hardware and software



### USERS

User activity

#### FREE network discovery and visualization

- ✓ monitoring of TCP/IP services
- ✓ monitoring of Windows machines through WMI
- ✓ alerts – notifications, corrective actions
- ✓ monitoring of Windows service status
- ✓ Windows event log entries
- ✓ monitoring the performance of network devices (SNMP)
- ✓ support for SNMP traps
- ✓ monitoring switch port activity

- ✓ detection of the installed software
- ✓ Microsoft software serial numbers
- ✓ detection of hardware configuration
- ✓ Agent for Android OS

- ✓ multimedia files audit
- ✓ software legality audit
- ✓ history of configuration changes
- ✓ transparent configuration statement
- ✓ administrative data (Fixed Assets)

- ✓ general information on user activity
- ✓ visited websites (number and duration of visits)

- ✓ detailed monitoring of work time
- ✓ application usage monitoring
- ✓ print audit and costs
- ✓ network traffic generated by a user



## HELPDESK Interactive helpdesk

## DATAGUARD Data security

## Managing the administrator rights

FREE

### ✓ trouble ticket management

- ✓ integrated chat
- ✓ messages sent to users with the option of confirmation
- ✓ embedded remote access with the possibility of asking the user for consent
- ✓ importing users from Active Directory
- ✓ unlimited number of users of the trouble ticket system
- ✓ assigning helpdesk employees to ticket category
- ✓ processing problem reports from e-mail messages
- ✓ knowledge base

### ✓ list of devices currently connected to the network

### ✓ identification of devices by their serial numbers

- ✓ defining access rights to selected data media
- ✓ history of operations performed on devices and network shares
- ✓ access rights created on the level of device and Active Directory

### ✓ viewing information from a Web browser

- ✓ simultaneous work of many administrators
- ✓ different access rights for various administrators

# Case study

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Matthew Cruikshank  
IT Administrator YMCA of Coastal  
Georgia

*Matthew Cruikshank has been in the computer industry professionally for about 12 years. His certifications include A+, Network+, several MCP's in Windows NT, and 2000 server +TCP/IP and CCNA. Several other Certifications of completion from Microsoft for Exchange 2003, Windows Server 2003, MSSQL Server, and Windows XP. Matthew Cruikshank is an expert in TCP/IP and Security. He was hired by the YMCA of Coastal Georgia as their IT Director to get a good Wide Area Network in place as well as provide database, desktop, and software support.*

## YMCA of Coastal Georgia Inc.

Axence nVision helps manage network at YMCA of Coastal Georgia Inc.

### GENERAL INFORMATION

The YMCA of Coastal Georgia is a regional association of YMCA's. The association consists of 12 branches with 8 physical locations. These locations are spread out amongst 4 different counties in Southeast Georgia. Each branch has it's own internet service provided by 5 different companies based on geographical location as well as provider availability. The entire network is made up of a mixture of T-1, DSL, and Cable internet providers and is tied together with a Linksys Hardware VPN system. There are more than 200 network devices and computers on the Network: Cisco Routers, SonicWall Firewall, Linksys VPN, HP Procurve managed switches, private and public wireless routers, PC's, printers, and servers (Windows 2000/2003 Servers and Linux server).

### PROBLEMS THAT NEEDED SOLVING

Problems that needed solving The two largest problems we had that needed a solution were Asset and License management. With computers scattered all over 4 counties and only a set of IT Guidelines that were not enforced, occasional visits to remote branches in different counties almost always turned up unlicensed, unauthorized, or unsafe software. As the only IT person for this organization it became a very daunting task to also keep up with an access database I created to try and manage our hardware assets. Branches were used to not having an IT department and constantly accepting donations or buying and donating equipment without my knowledge. These things resulted in auditing problems, weak spots in network security, and liability towards software companies for license violations.

The design of our VPN Network made remote control of desktops a problem as well. Windows Help features worked very sporadically. The VNC server running on the machines was a resource hog. This caused many unnecessary drives to a branch for very simple fixes. There are very few users in this organization that have the ability to describe a problem with enough detail to help me troubleshoot it over the phone and most employees were unwilling to try and walk through the solution.

One other problem we faced was worker productivity. Functionality required access to the internet and many employees took full advantage of having the internet and were spending far too much time in unproductive endeavors on Myspace and Facebook. Solutions that were being considered for resolving this included routing everyone through our corporate office and installing a proxy server. Another less expensive but much more labor intensive idea was for me to manually maintain URL Block lists on every branches individual router. Neither of these solutions was ideal but they were what we had.



The last problem I was considering solutions for was software pushes, registry and setting changes, and other PC related fixes that needed to happen behind the scenes. Active Directory and Group Policy are wonderful tools especially if you are competent with VB scripting but I have not achieved that competency yet so was considering things like WSUS, SMS, and MOM. These are all wonderful tools but they all require a level of scripting to be effective that I didn't have. Combine that with the cost of these programs and they were not feasible. With our devices scattered all over the region it was a nightmare for me if something was going to change with our network that would require a setting change on all the PC's

## **SOLUTION**

I had tried several programs that all promised to solve some of the above problems. Some would have worked well except their cost was out of reach. Others fell short of their promises or were too hard to learn, setup, and operate. nVision installed flawlessly and the instructions to get started were easy to follow.

The first nice surprise was that nVision actually went out and found all the remote branches and created one large map with all of our devices. No other software tried was able to do this right out of the box. To make this easy on myself I created one map for each branch as well. It found everything on our network that had power to it. I was quite pleased.

To see how it did with the asset and license management I followed the directions to get WMI running and all other settings needed using group policy. The next day I was very pleased and impressed to see the most accurate hardware inventory I had seen to date from any software. I was also able to very rapidly confirm we had proper licensing for all our Microsoft products and had an immediate list of

PC's that needed unapproved software removed. After that I was sold but I wanted to see how it handled the rest of what it offered so I started installing the nVision agent. Out of 100 PC's I had to go around and touch 3 of them and manually install the agent. Those were PC's that never actually logged into the domain so they never got the Group Policy instructions.

I needed to change DNS settings on all our PC's and could have done it with a VB Login script but decided to give nVision a try. It pushed up the bat file very well and all the PC's that were turned on at the time successfully took the new settings. The next day I was able to go into each one remote control wise and finish the few that were left. This saved a week of me driving around to different branches.

Having the remote control and software upload features has been a huge bonus for this software. The User Activity tab has been a huge help as well. Just spreading the word that I could now see how much time was spent surfing coupled with the splash screen announcing they are being monitored has completely eliminated wasteful surfing. Every major issue I needed a solution to regarding Network administration has been solved by nVision.

## **DAILY ADMINISTRATION**

Besides having a running account of software licences and hardware, the custom counters and reporting features have been amazing. Coupled with the alerts it is now very simple for me to spot and diagnose network and PC problems before the users themselves even know there is a problem. Every day when I come in I can with a glance see if any of my branches are experiencing Network issues or if any of the computers are experiencing heavy CPU or memory loads. Planning New PC rotation, Memory upgrades and better assessing

the daily needs of the branches has become 100's of times easier with nVision. Software support and training has also been revolutionized here. Calls for help with features of software can now be dealt with on the spot instead of scheduling a time to drive out or trying to explain features and walk people through steps over the phone. This ability alone has saved an estimated 44 hours of wasted time over the last 30 days. I won't even mention how much trouble it saved the IT department and the organization as a whole while I went on vacation.

## Transparent network at Tarnów S.A. Mechanical Plant



*Tarnów S.A. Mechanical Plant is a reliable and sound customer with high expectations relating to control over the computer network. Close cooperation and professional technical consultations led to the implementation of the Professional edition of nVision software at the customer's offices. It has enabled the improvement of the standard of advanced monitoring and computer network management.*

Grzegorz Kędziora,  
Senior Technical Consultant,  
IMNS Polska Sp. z o.o.

Tarnów S.A. Mechanical Plant responds to the natural and existential need for security. As a manufacturer of modern armaments and military equipment, remotely controlled weapon systems, and land- and sea-based anti-aircraft systems, the company aims to take the leading position in the defense industry through the continuous development of modern products, increasing sales in domestic and foreign markets and improving the organizational efficiency. For some years Tarnów S.A. Mechanical Plant enjoys the position of the leader in the development of mobile container systems for the military and uniformed services. The core group of customers include: the Polish Army, units of the Ministry of the Interior, other governmental services, companies of the Polish defense sector, weapon manufacturers and customers interested in metal processing services.

### THE ISSUE

The tool was implemented in order to expand the knowledge on what is going on within the network, to monitor the usage of server and workstation hardware resources, and to generate additional statistical assets. Due to the nature of Tarnów S.A. Mechanical Plant's business, another important reason for software implementation was the need to obtain knowledge about data access and to protect data against leakage or unauthorized access.

### EXPECTATIONS

After the diagnosis of own needs, Tarnów S.A. Mechanical Plant decided to implement the full utility suite Axence nVision for 500 monitored devices. Along with the development of the software, the DataGuard module was also purchased. It is now one of the key modules due to its specific features: management of rights of access to portable data media, approving the access to selected data storage devices on specified devices or for selected Active Directory users, or logging the changes in files kept on data media.

### EFFECTS

Following the expectations of Tarnów S.A. Mechanical Plant, the mechanism for gathering information about network activities has been provided. Administrators are now able to discover the existing devices and diagnose the issues occurring within the network infrastructure. They also have a satisfactory insight into the software installed by the users. What is most important – they can eliminate unauthorized re-configurations or unauthorized devices. As Axence nVision offers a remote console module, network administrators save their work time and manage the network from their own workstation. Remote help and the improved discipline of Internet usage among the employees are other added values of the project.

# What our users say

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*„Coupled with the alerts it is now very simple for me to spot and diagnose network and PC problems before the users themselves even know there is a problem. Every day when I come in I can with a glance see if any of my branches are experiencing Network issues or if any of the computers are experiencing heavy CPU or memory loads.”*

**YMCA,  
USA**

*„Primary used for the monitoring of our international VPN connections in combination with the alert possibilities of Axence nVision we know directly when a server, line, router or other network equipment goes down. Most of the time even faster than the ISP's.”*

**Van Lanschot,  
Curacao**

*„nVision 8 Professional gives the first general overview of what is going on in our network and, if necessary, I can take a deeper insight of what is going wrong: monitoring of individual threshold values and network connectivity, hardware and software inventory, remote access to any user session, and last but not least, a capable support ... These are only some of all the features which make the admin's life easier.”*

**Dr. August Wolff GmbH & Co. KG,  
Germany**

*„I'm very impressed with your Customer Driven values (it's an important paradigm) by expeditiously addressing my insignificant inputs. Also, in taking extra efforts to understand network user needs (...).”*

**PT InfraTrack Panamas,  
Indonesia**

*„Axence nVision enables us to discover our user's work routines, specifically, on what applications they are using and what websites they are frequently visiting. It makes our job of administering our network infrastructure easier as nVision gives a quick preview of our LAN bandwidth utilization on a per port level, per switch basis. The data that is available at hand helped us plan ahead on which areas of our network require enhancement and eventual equipment upgrade. More importantly, nVision provides an additional layer to our desktop security that is very crucial to our network infrastructure deployment. Monitoring and discovery of potential security breaches in our network such as conflicts in IP addresses and unauthorized connections are effortlessly managed in nVision.”*

**Bureau of the Treasury,  
Republic of the Philippines**



To find out more, visit our website [www.axence.net](http://www.axence.net)



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Axence Authorized Partner