

EXECUTIVE SUMMARY

Customer Name: Netsurion
Industry: Cybersecurity for retail, hospitality, healthcare customers
Location: 514 NE 13th Street, Fort Lauderdale, Florida 33304

Background Netsurion had basically managed all the network devices manually before selecting Net LineDancer (netLD) in their large network of 17,000+ devices.

Challenges for configuration managements at Netsurion

- 1) Ability to complete configuration and /or firewall policy queries and updates across large numbers of devices in a time frame required by our customers.
- 2) Ability to efficiently determine if deployed configurations meet specified compliance guidelines.
- 3) Access to devices without need for knowledge of login credentials.
- 4) Ability to efficiently determine firmware revisions across the devices in the deployed fleet.

Network environments
Total devices: 17,376
Primary devices:

- Juniper ScreenOS SSG5
- Fortinet FortiOS



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There was a Q&A talk with Mark A. Cornwell, CIO of Netsurion as in the following.

The comments below are clear and concrete, which allowed us to easily imagine how Net LineDancer contributes to streamline a large number of tedious updates and tweaks of devices to keep up with fast and never-ending changes nowadays in their cybersecurity network.

What are biggest payoffs since netLD was deployed ?

- ➔(NS):
- After training the senior members of our support team on netLD, they now use the Command Runner and Smart Change features to query and update the configurations in our deployed fleet. This has increased their efficiency and productivity and has allowed them to satisfy customer requests in a reasonable timeframe.
 - netLD satisfies our firewall configuration storage and versioning requirements, and the rich API provides us the ability to rapidly perform complex analysis against all of our firewall configurations.
 - The centralized location for device configurations allows for easy access via the web UI, and the config comparison tool is invaluable for quickly evaluating updates over time.

Unexpected benefits brought about by netLD ?

- ➔(NS):
- netLD provides another view into our deployed fleet that is a useful measurement point against the views in our vendor-based firewall management. For example, we can modify a location in our other systems and purge the firewall from our management servers but miss physically removing the firewall. netLD has made it simple for us to detect and highlight these kinds of mistakes for corrective action.
 - The status of the last backup gives us a concise view for quickly identifying device issues such as invalid credentials or communication failures.

What best 3 features of netLD have in fact helped improve efficiency,compliance and productivity ?

- ➔(NS):
- Command Runner and Smart Change Jobs for configuration queries and updates.
 - The netLD Integration API which allows for programmatic access to the netLD DB for automating more complex queries, updates, and comparisons within the netLD DB and to contrast/compare that data with Netsurion's other device DB information.
 - Compliance Policy and Rules to identify configuration compliance issues against a defined set of devices.

Where are points that you like most about netLD ?

- ➔(NS):
- Ability to use the built-in Terminal utility to access the CLI of a device without any knowledge of the login credentials with all activity in that session automatically logged.
 - Ability to utilize Command Runner, Smart Change, or the API against a defined set of devices to query or update configuration information.

What are features that can be taken advantage of for other network management groups ?

- ➔(NS): The product has been received well, and engineers from our other groups are exploiting the platform for their own purposes. We will be happy to share with you any novel uses they devise.

About Netsurion

Netsurion is a leading provider of cloud-managed IT security services that protect small and medium-sized business information, payment system and on-premise public and private Wi-Fi networks from data breaches and other risks posed by hackers. Netsurion's patented remote installation technology and PCI compliant cloud-based solutions simplify the implementation process and ongoing support. The company serves the retail, hospitality, healthcare, legal, and insurance sectors.

About LogicVein

LogicVein is a leading provider of supporting to eliminate network configuration management cost, frequent errors and a number of updates in the environments where senior and novice engineers work perfectly as a team in comprehensive way. Our Net LineDancer is targeted to network configuration management with unparalleled price performance. With the tool, users of the product claim that it can process network manual jobs to one-tenth in maximum.