



# CompuCom Expands Managed Security Services with Unified Situational Awareness from eIQnetworks

Case Study

**SecureVue from eIQnetworks allows CompuCom to provide real situational awareness - including comprehensive security monitoring and compliance automation - to global enterprise clients.**

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*- Michael Cruise, Director of Applications and Infrastructure, CompuCom*

## Challenge

A \$1.4 billion privately-held company, Dallas-based CompuCom Systems, Inc., provides a broad range of information technology and security services to a worldwide Fortune 1,000 customer base. With more than 20 years of IT experience, CompuCom employs more than 10,500 highly skilled associates who have earned in excess of 84,000 industry certifications company-wide.

As part of their managed security service provider (MSSP) business, CompuCom was seeking a way to establish an enterprise-grade security monitoring solution for their customers to address both threat detection as well as regulatory compliance automation for PCI DSS, HIPAA, SOX and other mandates. As a global MSSP, it was important that CompuCom’s selected platform be not only highly scalable, but also have highly granular role-based access control (RBAC) and multi-tenancy to compartmentalize customers, as well as ensure appropriate separation of duty between security operations, network operations, and compliance teams within the same customer environment.

## Solution

Initially, CompuCom focused their evaluation on log management tools and more advanced security information and event management (SIEM) products. However, after an extensive evaluation period, CompuCom expanded their search to include capabilities beyond log management and SIEM. That’s when they evaluated SecureVue from eIQnetworks.

As a unified situational awareness platform that collects, correlates, and analyzes far more security data than the log-only approach of SIEM, SecureVue provided CompuCom with immediate return on investment by providing deeper visibility into both security threats and compliance gaps than log-only products like SIEM could provide. As importantly, SecureVue’s highly granular RBAC easily addressed CompuCom’s multi-tenancy requirements.

Another key advantage of SecureVue was its low total cost of ownership (TCO), especially when compared to SIEM technologies. Minimal professional services were required to fully implement SecureVue, and administration costs were kept to a minimum through SecureVue’s straightforward management interface. As Michael Cruise, CompuCom’s Director of Applications and Infrastructure stated, “We needed something that didn’t require an army of people. SecureVue was up and running in a minimal amount of time.” After a 60-day evaluation period, CompuCom selected eIQnetworks and SecureVue as a long-term partner for their managed security platform.

## Benefits

- **True Situational Awareness.** CompuCom immediately recognized that, as a true situational awareness platform, SecureVue provides far more data than can be collected by looking only at event-based information alone – a key limitation of SIEM and log management technologies. Regarding the SecureVue product console, Cruise stated, “There’s so much information in there; we have a level of visibility that logs couldn’t give us.” By utilizing all security information – including logs and other event-based data, asset and configuration changes, netflow records, known vulnerabilities, performance metrics, and other critical security-related data – SecureVue provides CompuCom’s security operations center (SOC) and their clients with a single pane of glass into real-time security and compliance data that eliminates false positives, quickly establishes the true root cause of issues, automates compliance management, and ensures more effective audits.

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- **Enterprise Scalability.** SecureVue provided immediate, out-of-box value for CompuCom. “The broad flexibility of device support, and ease of deployment are critical reasons why we selected SecureVue,” said Cruise. SecureVue supports dozens of different types of assets for CompuCom clients, including servers running Windows, Linux, and UNIX operating systems, network infrastructure devices, enterprise applications and databases, all without the need to build custom “connector” or “adapter” technologies, which is common with log management and SIEM products.

Today, CompuCom’s managed security platform based on SecureVue supports over 40 global enterprises, and continuously monitors over 20,000 assets in real-time. CompuCom continues to expand its portfolio of managed clients, and plans on migrating additional platforms into SecureVue, including its own RedSiren and Vigilance products. CompuCom has implemented a highly scalable security monitoring platform that will be able to support thousands of clients, and monitor millions of servers, infrastructure devices, applications and databases.

- **Real-Time Customer Visibility.** Using SecureVue’s highly granular RBAC, CompuCom is able to provide managed security clients with real-time visibility into their security and compliance posture. In this manner, CompuCom allows its clients to share a window into the detailed aspects of information security related to their environment. “SecureVue allows customers to see what’s going on with their infrastructure, without impacting our ability to directly manage their technology and assets,” said Cruise.

- **Expansion of Services.** Because SecureVue provides an unmatched breadth and depth of native data collection, CompuCom is now focused on expanding the scope of services they can provide with their SecureVue-driven MSSP platform. Several clients are already utilizing the platform for configuration assessment of hosts and devices against standards such as the CIS benchmarks, which are critical to both mitigating security threats, as well as addressing the prescriptive compliance requirements of PCI DSS, HIPAA, and other mandates.

SecureVue is enabling CompuCom to expand into other managed service capabilities as well, including network behavioral analysis (NBA), performance management, and system and service availability monitoring.

## Summary

While CompuCom initially sought to implement a solution that was focused on log-based information, it became clear during their evaluation of log management and SIEM technologies that these tools left a potential gap in visibility, which might have put their clients and their data at risk.

By implementing a true, unified situational awareness platform through SecureVue from eIQnetworks, CompuCom was able to more completely address their clients’ security and compliance concerns without having to invest in the high cost of purchasing and trying to integrate a myriad of point products such as SIEM, configuration assessment, and flow analysis. By standardizing on a single platform that provides end-to-end visibility, CompuCom is able to deliver high-value services to their clients through:

- True situational awareness that collects all security and compliance data, not just events
- Highly granular role-based access control that ensures separation of duty
- Enterprise scalability that supports the largest global enterprises
- Low implementation and management costs

**Want to know how SecureVue from eIQnetworks can help you? Contact us at +1 877.564.7787 or email [sales@eIQnetworks.com](mailto:sales@eIQnetworks.com) to learn more.**



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