

1E for Visibility, Control, and Compliance

1E for Visibility, Control, and Compliance provides IT with the ability to query, diagnose, and manipulate endpoint configuration in real-time

Common Challenges



Troubleshooting and remediating incidents without screen sharing

Identifying and fixing issues without the friction of screen sharing is difficult. Screen sharing or in-office support desk visits increase the cost of support. Invasive and hard-to-schedule screen sharing disrupts users and requires extra effort from IT teams. In addition, the lack of remediation automation leads to repeat service desk tickets for the same problem, further slowing down the IT team's effectiveness.



Addressing "issue of the day" problems such as vulnerabilities or exploits

New vulnerabilities and exploits are a never-ending challenge for IT Ops teams. It is difficult to forecast the capacity needed to address these issues as each has unique requirements. Additionally, addressing these critical concerns can derail IT teams if identification methods are unreliable or the resolution requires manual work. These possibilities combine and make it difficult to set realistic resource and remediation expectations with the broader business.



Compliance visibility and enforcement

Compliance gaps create threat vectors that bad actors use to subvert controls intentionally. Tracking and enforcing compliance can be a massive undertaking that is further complicated when devices "drift" or offline devices never receive updated controls. Additionally, approved exceptions that take hours to implement cause frustration for end users and limit productivity.

Included 1E Products



1E Endpoint Troubleshooting

Enables 2nd line admins to remotely query and fix issues on one or many endpoints without the need for a screen sharing session



1E Endpoint Automation

Automates fixes and self-healing based on certain conditions, such as when any deviation is detected



1E Software Inventory

Provides high quality, normalized inventory, usage insights, software support status, version status, and version sprawl



1E Experience Analytics*

Provides DEX scoring, experience monitoring, and root cause analysis of all endpoint and app experience issues.



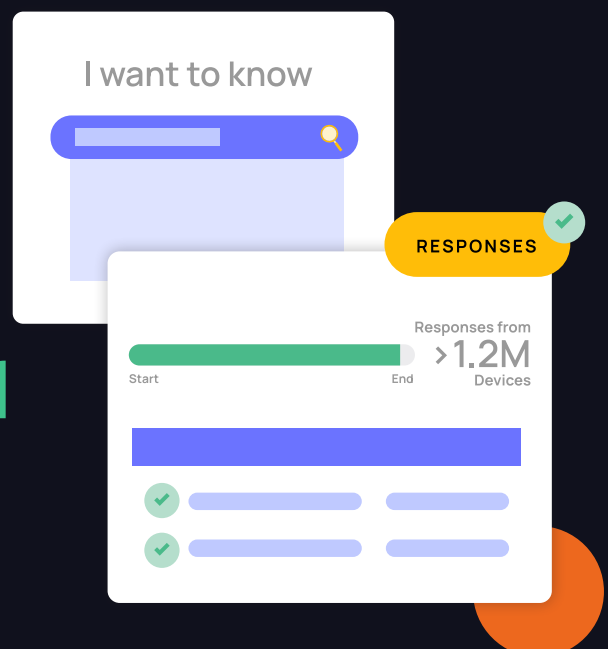
1E Patch Insights*

Last-Mile patching that augments existing solutions to increase overall patching compliance.

Benefits

- ✓ Respond rapidly to security and vulnerability incidents – find and confidently remediate all machines in minutes rather than days or weeks.
- ✓ Resolve issues without disrupting end-users via screen sharing
- ✓ Adopt a self-healing strategy and reduce future ticket creation through automation.
- ✓ Gain confidence around compliance – Have certainty that settings and configurations are applied everywhere and maintained as soon as they drift.
- ✓ Reduce software costs by understanding what software is not in use.
- ✓ Improve speed of incident diagnosis with a problem-hunting approach that allows for proactively identifying issues affecting end users.
- ✓ Gain certainty around patch coverage and compliance.

IT needs to simplify and accelerate troubleshooting and the implementation of changes. 1E for Visibility, Control, and Compliance is a Digital Employee Experience solution that provides real-time visibility of the IT estate and empowers IT with the ability to query, diagnose, and manipulate endpoint configuration in real-time



* = Optional