

Empowering IT and MSP services:

Network Design Associates' experience with Log360



Company: **Network Design Associates** | Industry: **IT/MSP** | Location: **United States**

About Network Design Associates

Network Design Associates, Inc. is a professional IT engineering company with a passion for helping clients resolve their network management challenges. Established and incorporated in 1997, the company provides IT support and data protection services for an affordable monthly fee. Network Design Associates' engineers fill the critical support gap for clients who rely on technology but cannot justify full-time IT staff or need additional IT resources. The company focuses on efficiency, cost savings, and providing business continuity through its managed service provider and outsourced IT models.

Challenges faced by Network Design Associates

Being in the IT and MSP services domain, Network Design Associates faced several challenges that impacted the security and functionality of its operations, including:



Account compromise: Unauthorized access to an account can result in data breaches, loss of information, and service interruptions. For Network Design Associates, this posed significant risks, considering the nature of the IT and MSP services it provides and the potential consequences for its clients.



Misuse of user privileges: When users have access to systems, there's a risk of them misusing permissions. Network Design Associates was concerned about users with extensive privileges being able to change settings, remove data, or grant access to others.



Failed logons or failed authentication: Repeated failed login attempts can signal an attempt to breach security. Conversely, genuine users may face challenges if they're unable to authenticate, leading to work disruptions, which was something Network Design Associates wanted to avoid.

Recognizing these challenges, Network Design Associates sought a comprehensive solution to address them and maintain the integrity of its services.

Solutions implemented with Log360

To address these challenges, Network Design Associates leveraged the comprehensive capabilities of Log360. The platform proved instrumental in resolving the company's core concerns, and the following features were highlighted as particularly beneficial by Rich Perea, systems administrator at Network Design Associates:



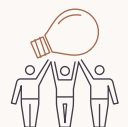
Analyzing log data through a graphical dashboard:

One of the foremost features utilized was Log360's graphical dashboard, which allowed the team to seamlessly analyze log data. This visualization made it easier to spot and understand suspicious behaviors, providing an immediate and intuitive view of system health and security statuses.



Detecting insider threats using user and entity behavior analytics (UEBA):

Log360's UEBA feature was instrumental in tackling the challenge of misuse of user privileges. It provided insights into user behaviors and activities, enabling the team to promptly detect and respond to any anomalies or insider threats.



Meeting compliance demands through audit-ready reports:

In the intricate landscape of IT and MSP services, adhering to compliance standards is paramount. Log360's capability to generate audit-ready reports meant that Network Design Associates could meet its compliance demands without the added stress of manual report generation.



Efficiently searching for specific logs or events:

The search option in Log360 empowered the team to locate a particular log or event promptly. This feature streamlined the troubleshooting processes, making it faster and more efficient to identify and rectify issues.



Utilizing forensic analysis for detecting past security threats:

One of the unique challenges in security management is identifying threats that might have slipped under the radar and remained undetected for an extended period. With Log360's forensic analysis capabilities, Network Design Associates could delve deep into historical data, ensuring that even threats from the distant past didn't go unnoticed.

By harnessing these capabilities provided by Log360, Network Design Associates fortified its security framework, enhanced its operational efficiency, and bolstered its ability to meet regulatory demands, thus effectively overcoming the challenges it initially faced.

Impact

The integration of Log360 into Network Design Associates' operational framework brought a series of transformative effects to its business. Among the multitude of features, one aspect that stood out prominently was the platform's customization capabilities.

Network Design Associates was able to customize log filters gathered from web search results to tailor its monitoring approach. This focused method ensured the logs analyzed were directly relevant, eliminating unnecessary data and enhancing the accuracy of threat detection.

In the IT and MSP services sector, compliance is essential for both businesses and their clients. Network Design Associates benefited significantly from Log360's compliance features, which provided a structured approach to meeting industry regulations and standards. With audit-ready reports available through Log360, Network Design Associates no longer had to rely on manual report generation. This automation minimized potential errors and ensured consistent compliance.



Our Products

AD360 | ADAudit Plus | EventLog Analyzer | DataSecurity Plus
Exchange Reporter Plus | M365 Manager Plus



Log360 is a unified SIEM solution with integrated DLP and CASB capabilities that detects, prioritizes, investigates and responds to security threats. Vigil IQ, the solution's TDIR module, combines threat intelligence, ML-based anomaly detection and rule-based attack detection techniques to detect sophisticated attacks, and it offers an incident management console for effectively remediating detected threats. Log360 provides holistic security visibility across on-premises, cloud and hybrid networks with its intuitive and advanced security analytics and monitoring capabilities.

For more information about Log360, visit manageengine.com/log-management/ and follow the LinkedIn page for regular updates.

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