

# Unifying systems monitoring: How St. Johns County Tax Collector's office enhanced security with Log360

Organization: St. Johns County Tax Collector | Industry: Finance | Country: United States

## About St. Johns County Tax Collector

Tax collectors are independent constitutional officers duly elected in their counties of residence by fellow citizens and taxpayers. It is this independence, coupled with the fact that tax collectors deal with a variety of duties and responsibilities and provide a myriad of important public services, that allows them to exercise valuable leadership roles in Florida's government.

In most counties the tax collector is responsible for not only the collection of property taxes, which is the single largest tax collected in Florida, but also for the collection of other taxes at the local level such as Local business taxes, taxes imposed by special levying districts, and taxes imposed by state agencies.

## Need for a unified SIEM solution

St. Johns Tax Collector's (SJC Tax) office, a crucial tax collection body in Florida, needed a robust solution to manage its ever-evolving IT environment. The key challenge was the lack of a unified solution to monitor all its systems in a single place. This issue was critical, especially considering the high amount of sensitive financial data it handles daily.

## The challenge

SJC Tax's primary challenge was the absence of a consolidated platform to oversee all of its systems. The varied systems were challenging to manage individually, leading to inefficiencies, potential security loopholes, and a high risk of errors. SJC Tax needed a solution that could provide a unified view of its systems, facilitate easy monitoring, and ensure optimal performance.

## Opting for familiarity: The strategic decision for ManageEngine Log360

Without evaluating any other solutions, SJC Tax chose Log360 from ManageEngine. The decision was driven by its previous positive experiences with other ManageEngine products. SJC Tax is familiar with the layout and knows how ManageEngine works, making it a convenient and logical choice for them.

## Seamless integration: Incorporating Log360 into SJC Tax's existing IT infrastructure

During the implementation phase, SJC Tax was able to customize Log360 to meet its unique requirements. This adaptability was significant, given the specific needs of the tax collection office. Additionally, SJC Tax successfully integrated its syslog devices into the Security Information and Event Management (SIEM) module, which was a great leap towards achieving its unified monitoring goal.

The live setup in the environment provided by the onboarding team was a highlight during the implementation stage. It offered a real-time view of the setup process, helping SJC Tax understand the system better and make necessary adjustments on the go.

## The role of ManageEngine's customer support in successful Log360 implementation

After implementation, SJC Tax praised ManageEngine for its quick support and overall product features. The customer support team was highly responsive to SJC Tax's questions, which made the transition to Log360 smooth. This responsiveness is critical for such an essential service for which any downtime can significantly impact the organization's operations.

## The critical role of customized onboarding

SJC Tax emphasized the value of the custom onboarding provided by Log360. The personalized training played an essential role in helping its team. When asked what he would tell people who consider availing the custom onboarding service of Log360, Joseph Braun, the systems administrator at SJC Tax, said, "The custom onboarding is a great investment to set up the SIEM solution properly."

## The road ahead: Reflecting on Log360's impact on SJC Tax's system monitoring challenge

Despite being in the early stages of using Log360, SJC Tax has already experienced several benefits and appreciates the ManageEngine team's supportive approach. Log360 has addressed SJC Tax's initial challenge, and the company now enjoys a unified monitoring platform that meets its needs. It also underscored the importance of custom onboarding for an effective SIEM setup and commended ManageEngine's customer support for its quick and efficient responses.

Log360 has not only helped SJC Tax solve its system monitoring challenges, but it has also set a foundation for a more secure, efficient, and effective IT environment.

### About Onboarding

Onboarding is a ManageEngine service that provides solution implementation to clients upon request. This service includes the installation and customized configuration of ManageEngine solutions. It enables clients to seamlessly begin work without worrying about the complexities of installation, deployment, and product use. Every client environment is unique and requires additional support beyond the basic installation and standard features. With Onboarding, clients have the option to engage with a team of product experts to manage the installation, implementation, customization, and training of the product based on their unique business needs.

### 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/](https://manageengine.com/log-management/) and follow the [LinkedIn page](#) for regular updates.

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