

## Lakeside Case Study



### INDUSTRY

Financial Services

### LOCATION

New York City, USA

### KEY CHALLENGES

- High degree of accountability and extensive audit trail required
- Flexible event log processing, archiving and alarming required that could operate in the company's large, decentralized infrastructure

### SOLUTION

Lakeside Software's Digital Experience Cloud, powered by SysTrack, provided required event audit trail and alerting, and detailed data on user behavior and application usage.

World-class financial services company deployed Lakeside solution to get the comprehensive data required to meet and exceed its security, auditing, and accountability requirements.

### The Client

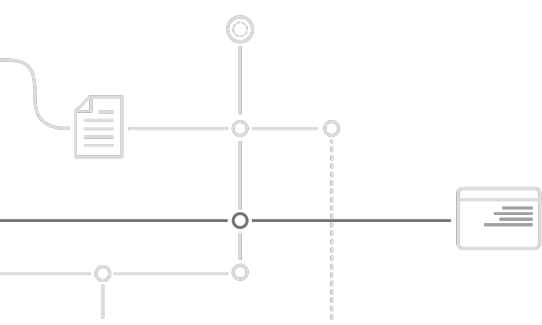
Few industries demand accountability and auditing as stringent as the world of financial investments. In today's capital markets, money and investments move silently and swiftly in the background using an increasingly complex IT infrastructure. One world-class service provider in this market provides the innovation, risk management, and technology that serve as the backbone to the industry.

### The Challenge

#### Accountability and Audit Records

The nature of the company's business required a high degree of accountability and an extensive audit trail for use by management staff as well as internal and external auditors. The company required flexible event log processing, archiving, and alarming that could operate on a decentralized basis and on the scale required for the company's large infrastructure. Requirements ranged from simple event management — such as failed logons and password changes — to more complex, long-term trend analysis in user and application resource requirements. The company also required auditable records for application usage and other user activities.





## The Solution: Lakeside's Digital Experience Cloud

### Key Benefits

- Government accountability compliance
- Documented audit history
- Resource requirements trending
- Application usage analysis
- Historical change records

### Asset Management

- Hardware/software inventory
- Software compliance
- Change control

### Performance Management

- Remote monitoring
- Event log monitoring
- Historical troubleshooting

### Security

- Prevent unauthorized application execution
- Web access restrictions
- Application management
- User activity tracking
- Service monitoring and control

### Reports

- Utility computing
- Management service providers
- Usage reports/billing
- Automated reports



## Installation

### Lakeside's Digital Experience Cloud as a Solution

Lakeside Software's Digital Experience Cloud, powered by SysTrack, was deployed initially in the environment to track systems, users, and applications. The platform's event log management capabilities provided the event audit trail and alerting required from a security perspective. The detail log of user behavior and application usage also provided both useful management data and an auditable archive needed for internal and external inspection of records. The solution's change management facility provided historical data on both hardware and software changes throughout the monitored IT environment.

### The Implementation Grows

Modeled on initial successes, the Digital Experience Cloud installation was extended to other parts of the IT environment. Today, the platform has become part of the standard build. Availability of the solution's activity database on all monitored systems provides unified, auditable records that help to ensure the integrity of this critical IT environment.

