

Vistara Lifecycle Management Console Recordings

Audit Compliant IT Operations With Console Session Recordings

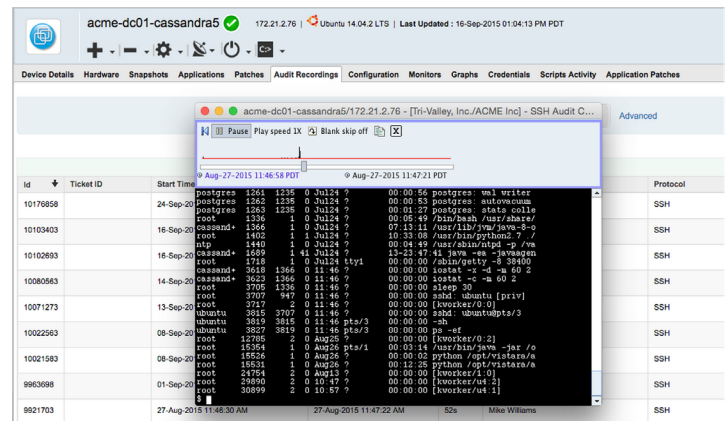
Business Challenge

As enterprise IT technologies and the services required to support them continue to expand, CIOs are challenged to stay compliant with standards to keep company information and infrastructure safe. As enterprises continue to embrace cloud services, third party apps and new models of managed services that allow for more agility and scalability, IT operations faces an ever-difficult battle to control and track access to critical infrastructure in a systematic way.

Such challenges are common whether you are managing IT operations in an enterprise for internal clients or on behalf of a customer as a Managed Service Provider (MSP). MSPs have an additional layer of complexity as they work alongside their customers in a co-sourced model. Organizations need a reliable audit trail for access, login and activity within their IT environment. Console recordings can be a key part of compliance and audit processes.

Console Recordings with Vistara Lifecycle Management

Vistara's audit recording capability automatically records every console session at the protocol level. You can retrieve playback in the device history, much like your favorite show on your DVR. The recording captures the session right from login to every step that the engineer makes on the device, meaning every mouse click and every key stroke. Vistara also tells you when something happened, for how long, by which protocol and any tickets the session was associated with.



Key Features and Benefits

- Launch remote consoles to analyze issues with real time information and change configurations for remediating issues
- Interact with multiple consoles from single UI, run SCP file transfer and broadcast single command across multiple consoles
- Automatically record every console session at the protocol level
- View recorded console sessions for change management, compliance and training

Vistara Lifecycle Management

Console Recordings

Audit Compliance

An audit trail for every login and activity in your environment is captured through Vistara's IT operations lifecycle management platform. Whether the engineer was from central IT, the business unit or an outside vendor, Vistara can tell you what resources they accessed, for how long and when, and what they did during the session.

Easy Troubleshooting

For operations managers, session recordings let them determine remediation next steps based on pure facts. It can be challenging at times to own up to a mistake, or even realize that one was responsible for an error. Vistara's console recordings remove trust issues and information flow challenges in sensitive situations to get to what really happened and fix it quickly to reduce any impact on the business.

Training

There's an additional side benefit from recording your engineer's work. You may have technically brilliant staff who implement the same solution a little differently because every business problem is unique and subtle configuration settings are required to solve a particular problem.

Take advantage of Vistara's recording technology which is your assistant for knowledge capture and dissemination. You may have Standard Operating Procedures but your L1 engineers can learn much more from watching what the L3 engineer did on screen than by reading any document.

About Vistara

Vistara provides a comprehensive SaaS solution for modern IT operations management. Vistara's enterprise command center automatically discovers a customer's entire distributed IT infrastructure and enables customers to unify IT operations management, manage public and private clouds, and deliver self-service IT. Learn more at www.vistarait.com