



# Xceedium

## Secure IT Operations Management

*“Providing secure, locked-down access for IT administrators is critical. Although several vendors offer partial solutions, Xceedium’s approach is truly comprehensive – multi-platform, multi-protocol support for granularly secured in-band and out-of-band access.”*

—Enterprise Management Associates

# The Xceedium Solution – Security

“Radically simplified secure remote operations with legitimate Back Door and Power Control.”

— System Integrator



## The New Imperative for IT: Centrally Managed Secure Access

In today's IT world, a complex distributed infrastructure must function seamlessly while delivering continuous, on-demand information. This infrastructure is supported by a geographically dispersed workforce encompassing in-house engineers, outsourced support, independent consultants, vendors, and managed service providers. Meanwhile, new compliance mandates (Sarbanes-Oxley, HIPAA) and best practices demand more granular security policies, segregation of duties for IT staff, and comprehensive audit of staff activities.

Providing secure local and remote access for a diverse ever-changing IT workforce is an immense challenge, which most organizations have addressed through workarounds and improvised solutions. This has contributed to a weakening of security as evidenced by multiple open firewall ports, proliferating “back doors”, and increasingly complex firewall policies that are difficult to manage and enforce. In-band and out-of-band access is accomplished with multi-branded tools that are not integrated, creating multiple ingress points. Organizations either lack clear standards for IT remote access or cannot enforce them and comprehensive audit is nearly impossible.

Add to the mix new virtualization technologies such as blade servers, SANs, and server virtualization. Virtualization is driving cost savings through the consolidation of data centers and sharing of devices, while making it easier for the distributed organizations to function as a cohesive whole. However, the new technologies have opened up new security issues. For example, an outsourced support person, who is tasked with trouble-shooting a single application running on a blade server, is given access to an entire blade supporting multiple mission-critical applications.

## The Xceedium Solution

Xceedium addresses these challenges with a single, comprehensive solution for managing security, access, and control for the distributed enterprise. Xceedium delivers touch-free support within a centralized security framework that spans the entire IT infrastructure – local or remote, legacy or new technology, and in-band and out-of-band.

IT managers can centrally enforce granular access policies and standards for the entire infrastructure stack – from power, connectivity, firmware, operating system, all the way up to the application layer – and for all IT personnel. Vendors and other IT staff are restricted to only those portions of the infrastructure that are needed to complete the task at hand. Xceedium also drives more efficient, cost-effective IT operations through touch-free access and client-less, automated provisioning of IT personnel with appropriate tools. The benefits are real-time response and remediation, improved physical security for data centers and remote offices, and reduced labor and travel expenses.

“The versatility of this product has enabled us to separate the activities of our clients, while providing IT with a cost-effective, centralized solution to the resulting support and maintenance issues.”

— Worldwide Administrator,  
Large Advertising  
Company



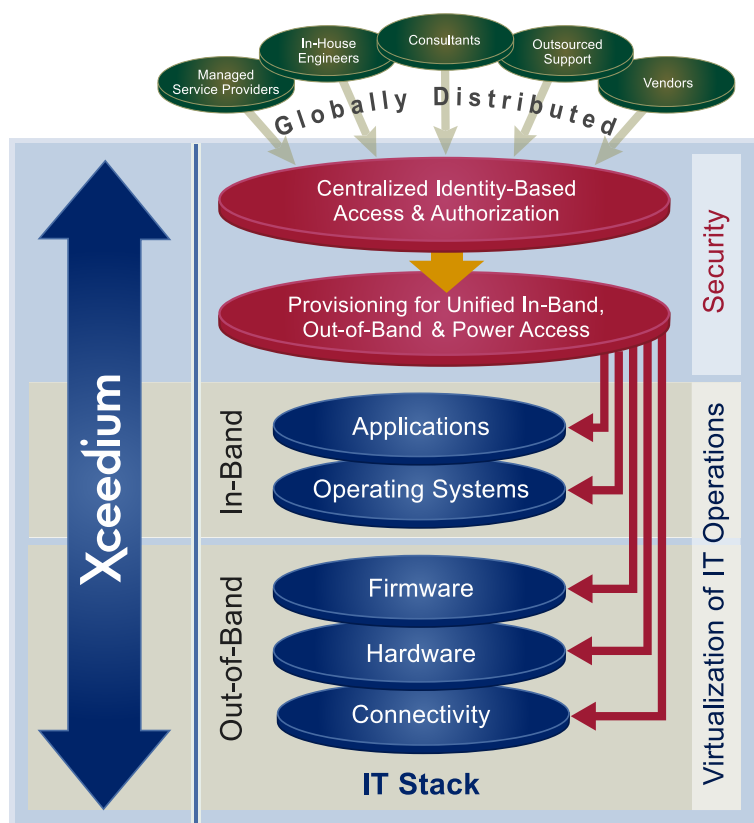
# IT Operations Management

## Xceedium GateKeeper

Xceedium GateKeeper, the flagship product, addresses the IT operations management challenges of broadly distributed data centers. It provides enterprises with a central, secure point of ingress for all IT operations personnel, including in-house engineers, consultants, vendors and outsourced support personnel. Through its patent-pending methodology for providing secure virtual access, Xceedium GateKeeper provides globally-dispersed IT professionals complete access and control over a geographically distributed IT stack – local and remote, legacy and new, in-band and out-of-band. GateKeeper also offers extensive audit capabilities allowing management to track all users and devices, who did what and when.

## The Xceedium Model

Xceedium GateKeeper manages operations, access, and security for all users at all layers of the IT stack.



## Benefits

- Leverages current investments by seamlessly integrating with current legacy infrastructure
- Reduces operational costs by improving efficiency
- Integrates in-band, out-of-band and power management
- Enables vendor access management and enforcement
- Flattens access control hierarchy to a single interface
- Allows geographically dispersed IT professionals to provide services to distributed systems remotely
- Increases responsiveness to SLAs by providing easy access to all systems and devices from a central management console
- Enables standardization and enhancement of security and operations
- Establishes a simple way for vendors to comply with existing company security policies
- Expedites compliance reporting, change management and audit control by documenting each user session

“Xceedium’s offering has enabled us to meet our clients’ objectives of secure, lights-out management of 100 remote offices while meeting stringent government requirements, including Common Criteria and FIPS 140-2.”

— Large Federal Contractor

Xceedium



*“Xceedium provides a powerful solution for secure remote access management, removing geographical boundaries for our global infrastructure while increasing SLAs of service delivery.”*

—VP, Large Financial Firm

### **About Xceedium**

Xceedium provides centralized, policy-based, secure access for IT operations management. The most comprehensive solution available, Xceedium's service-oriented framework delivers vendor access control and secure touch-free support for IT infrastructure across geographically distributed data centers. Xceedium's solution is platform-independent, integrates in-band, out-of-band and power and includes blade and legacy architectures. This increases security, reduces costs, provides audit tracking, and improves service levels. Xceedium's proven, Common Criteria and FIPS 140 compliant, solution has been successfully deployed in internet and intranet installations at large government agencies as well as Fortune 1000 companies. Xceedium was founded in 2000 and is headquartered in Jersey City, N.J.

For more information, visit [www.xceedium.com](http://www.xceedium.com), send email to [info@xceedium.com](mailto:info@xceedium.com) or call 877-636-5803.

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