



NetSkateKoban®

Introduction Example: NTT COMWARE Corporation



- Pitfalls of asset management
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- Management of 40,000 terminals
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- Recommended in future "AdminITy" + "NetSkateKoban®"

NTT COMWARE Corporation (hereinafter referred to as "NTT COMWARE") used its own product AdminITy (hereinafter referred to as "AdminITy"), to manage security, assets, and licenses for approximately 30,000 terminals across Japan (as of 2007. Approximately 40,000 terminals as of 2012). However, "AdminITy" alone was not able to manage unregistered terminals. Therefore, they decided to introduce "NetSkateKoban®" as an improvement measure.

We asked Mr. Shigeru Minamoto (right in the photo) and Mr. Daisuke Mukunoki (left in the photo) from the Service Provider Department of NTT COMWARE Service Business Headquarters about the background and effects of introducing "NetSkateKoban®", and future prospects.

■ Pitfalls of asset management

-- How does "AdminITy" manage your terminals?

"AdminITy" is an all-in-one software for terminal management. In addition to basic inventory information collection and asset management functions, there are license management functions, contract management functions, patch management functions, antivirus management functions, external device control functions, etc. You can manage well all aspects, from security to compliance, of registered/managed terminals

-- What is the current emphasis on terminal management?

Currently, compliance is being emphasized in terminal management by companies and local governments. In particular, prevention of license violations is a priority for many companies and local governments, and this is an area in which "AdminITy" particularly excels. For example, if unauthorized software is used on a managed terminal, "AdminITy" can reliably prevent license violations by issuing a warning to the user and administrator.

-- What was the problem with managing only with "AdminITy"?

Only registered terminals can be managed with "AdminITy". Therefore, even if there are unregistered terminals in the company network, they cannot be managed. No matter how well you manage registered terminals, if there are unregistered terminals that are beyond your control then security incidents such as license violations and virus infections may occur.

Inventory Management		
Asset Management		
Total Asset Management	Software Management	Contract Management
IP Address Management	Facility Relocation and Fault Management	USB Device Control
Security Management		
PC Policy Management		
Software Distribution		

■ Smooth collaboration

-- The requirements for solving the problem of unregistered terminals are?

Automatic detection and automatic blocking of unregistered terminals. It is not impossible to visually discover unregistered terminals, if there are only a few hundred terminals, but it is difficult to discover them when there are thousands or tens of thousands of terminals, even if you manage it with "AdminITy". In order to respond to this, automation of detection and blocking was essential.

-- What products did you compare or consider?

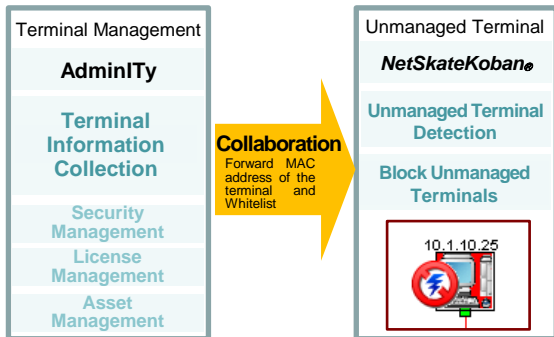
We were looking for a product that could automatically detect and block unregistered terminals, but at the time there weren't many compatible products. We considered a quarantine network product, but implementing a quarantine network product would require changes to the network configuration and all network equipment would have to be replaced. Our company has a large number of branches so it would require considerable effort and expense. This approach was nixed.

-- Why did you choose "NetSkateKoban®"?

This is because Cyber Solutions responded to the various requests for collaboration with "AdminITy".

Basically, the terminal information (Mac address, etc.) collected by "AdminITy" is transferred to "**NetSkateKoban®**" and whitelisted, but sometimes there are terminals whose inventory information cannot be collected. For example, inventory information cannot be collected for network storage devices etc. Although, normally such devices should not be connected, if it is necessary for business purposes, our internal operational regulations stipulate that they can be connected after taking appropriate security measures and obtaining supervisor approval. "**NetSkateKoban®**" has a function called "Temporary Permission" that addresses such needs, and we have included an interface for smooth collaboration with "**NetSkateKoban®**". Cyber Solutions responded with good flexibility to our requests.

■ "AdminITy" and "NetSkateKoban®" Collaboration



-- What does "NetSkateKoban®" mean in terms of security?

Information leaks are surprisingly often caused by internal factors. By reliably excluding unauthorized terminals from being brought in, data can be prevented from being taken out. In addition, by automatically blocking terminals that do not meet security policies, one can further strengthen security measures by preventing virus infection and spread on the company LAN.

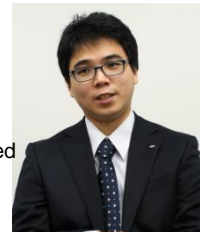
■ Step by step implementation

-- Please tell us some tips for installing "NetSkateKoban®" based on your experience.

Rather than suddenly blocking unregistered terminals, we have proceeded step by step.

We collected the information of current terminals over a period of 2~3 months after deciding to introduce "**NetSkateKoban®**". First, we visualized the information of all terminals connected to the network using the "Network map function" of "**NetSkateKoban®**". We figured out what kind of terminals were connected to the network, and analyzed whether they were company assets or personal terminals. After the analysis was complete we announced that "unnecessary terminals will be blocked", and after the warning period expired, all unnecessary terminals were blocked.

Automation is key when blocking terminals as human operations are prone to mistakes. As a general rule for security measures, it is better to block based on straight and simple rules rather than relying on human judgment. For this reason, a period of advance preparation and a warning period for automatic blocking are essential.



■ Management of approx. 40,000 terminals

-- What kind of effects did you have by introducing "NetSkateKoban®" ?

After introducing "**NetSkateKoban®**", unregistered terminals were automatically blocked and could not be used. Prior registration rule could be enforced.

Until now, there have been some cases where unregistered terminals have been used without registration even though the rules require a terminal to be registered, it has not been possible to eliminate unregistered terminals using AdminITy alone, but thanks to this automatic blocking, unregistered terminals are now actively registered.



"How to maintain control over all terminals?" is the challenge of terminal management software. With the introduction of "**NetSkateKoban®**", "AdminITy" now has a complete view of the assets of all terminals.

From the third year of implementation, we have further strengthened our security measures, and terminals that do not meet the policy are automatically blocked from the network even if they are registered with "AdminITy".

■ In future "AdminITy" + "NetSkateKoban®"

-- Please tell us about your future prospects.

We realize that terminal management is roundly carried out by combining "**NetSkateKoban®**", which can automatically block unregistered terminals and terminals that do not meet the security policy, and "AdminITy", which can properly manage registered terminals.

Our company operates a cloud business under the brand name SmartCloud. We've heard that "**NetSkateKoban®**" is also compatible with the cloud, so we have high hopes for it as well. In the future, we would like to propose terminal management using the combination of "AdminITy" + "**NetSkateKoban®**" using our company as a model case.

NTT COMWARE Corporation

We are a system integrator company that leads the ICT (information and communication technology) industry, based on our track record of supporting the NTT Group's information system development and communication networks. We provide a wide range of ICT-related services, from selecting optimal solutions to system construction, operation, and maintenance, to customers in a wide range of industries, including the NTT Group, government agencies, finance, local governments, and universities.

※ Interview date : September 2011

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* NetSkateKoban is a registered trademark of Cyber Solutions.