# NetCloud A/S

# Echo

KISS Konference 2022

# Agenda

- Introductions
- Data Quality Issues
- Solution & Value
- Introduction to Solar
- Solars Journey of Integrations & Automation
- Real-life Experiences

# Introductions

Brian Luplau, CEO, NetCloud

Frank Christensen, IT Security Manager, Solar Group

# Most companies struggle with data quality

01

## Garbage in – Garbage out

GIGO basically means that flawed input data produces nonsense output. From an ITAM/ITSM perspective, low-quality data can have a huge impact on costs, efficiency, control and security.

02

## Two many cooks

Often data is collected from multiple systems and applications. But which data are then the correct and can be trusted?

03

## Manual processes

Manual processes and manual typing in the ITSM will increase the work hours needed for even simple tasks and the risk of human error. Especially onboarding and offboarding policies are heavy manual processes.

04

## Lacking full overview

No history of the device lifecycle makes decision-making a difficult task. It also makes working in the ServiceDesk time-consuming when every case turns into detective work.

# How you save both time and money by having the correct data

01

## Asset Management

Capacity Management
Life Cycle Management
Availability Management
Device Lifecycle
Eliminate dormant licenses

02

## Automate processes

On- and offboarding process
Automatic monitoring + repair of the baseline
Dynamic policy with alerts for abnormal events
Full control over all devices
Enforce governance policies

03

## Compliance and Mitigating Risk

Self-healing security controls
Governance and compliance evidence
Critical application availability and uptime
Reduction in mean time to repair
Improved risk score

04

## Service desk – One touch, Full view

High level of service
Fast handling makes for happy users
Proactive user experience
Data information in near real-time

## Generelt

**44DWH12**
TESTPC1201 LATITUDE E7240

**Bestem status manuelt**
*Dette asset er driftsklar.*

## Hardware

| | |
|---|---|
| Model No. | LATITUDE E7240 |
| System Manufacturer | Dell |
| Warranty Expires | 01-08-2017 |
| Serial number | 44DWH12 |
| Battery Health | 57 |
| CPU | Intel(R) Core(TM) i5-4310U CPU @ 2.00GHz |

## Baseline

| | |
|---|---|
| Freeze Status | UnFrozen |
| Encryption Status | Compliant |
| Encryption Suspend | 0 |
| VPN Status | Compliant |
| SNOW Status | Service not found |
| SCCM Status | Not compliant |

## Tildelinger

Tildel rum | Tildel person | Fjern tildeling

**Rum og Filialer (1)**

IT Support
NetCloud

**Personer (1)**

Carsten Madsen
NetCloud

## Relationer

Link service | Rediger service | Unlink service

### Services

*Der er endnu ikke linket nogle services.*

## Location

| | |
|---|---|
| Country | Denmark |
| City | Glostrup Municipality |
| Last Known Company Location | Kontorhus 1 - Glostrup |
| LAN IP address | 10.1.18.83 |
| WAN IP address | 193.104.83.154 |

## Active directory

| | |
|---|---|
| Host name | TESTPC1201 |
| Username | cmadsen |
| Domain | WORKGROUP |
| OperatingSystemName | Microsoft Windows 10 Pro |

## Miscellaneous

| | |
|---|---|
| EncryptionProduct | BitLocker Drive Encryption Driver |
| Anti-Malware | Windows Defender |
| Installed | 23-02-2020 |
| LastConnected | 26-09-2022 |

## Supportive informations

| | |
|---|---|
| Teamviewer Id | 317 443 946 |
| Windows 11 ready | No, CPU not supported |
| OsBuild | 21H2 |
| WLAN mac-address | f8:16:54:34:a2:4c |
| Last known SSID | NetCloud |
| Signal quality | 89% |
| Last reboot | 2022-09-20T08:46:09:919Z |
| Free disk space | 86 |

solar

# Making IT Service more efficient

Solars journey with integrations and automation

# Frank Christensen

**IT Security Manager**

I have been in Solar since 2020

Before that, I have a background as a Quality Manager in a software company.

# Solar Group presentation

We believe in productivity improvement, digitalisation, green business opportunities and networked development

October 4th 2022

# Solar’s core business areas
# Electrical, heating & plumbing and ventilation technologies

Installation

Cables

Marine & Offshore

Lighting

Industry

Communication

Security

Ventilation

Heating, Water & Sanitation

Renewable energy

# SOLAR JOURNEY WITH INTEGRATIONS AND AUTOMATION

# Landscape of security tools

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A fool with a tool
is still a fool

# The journey

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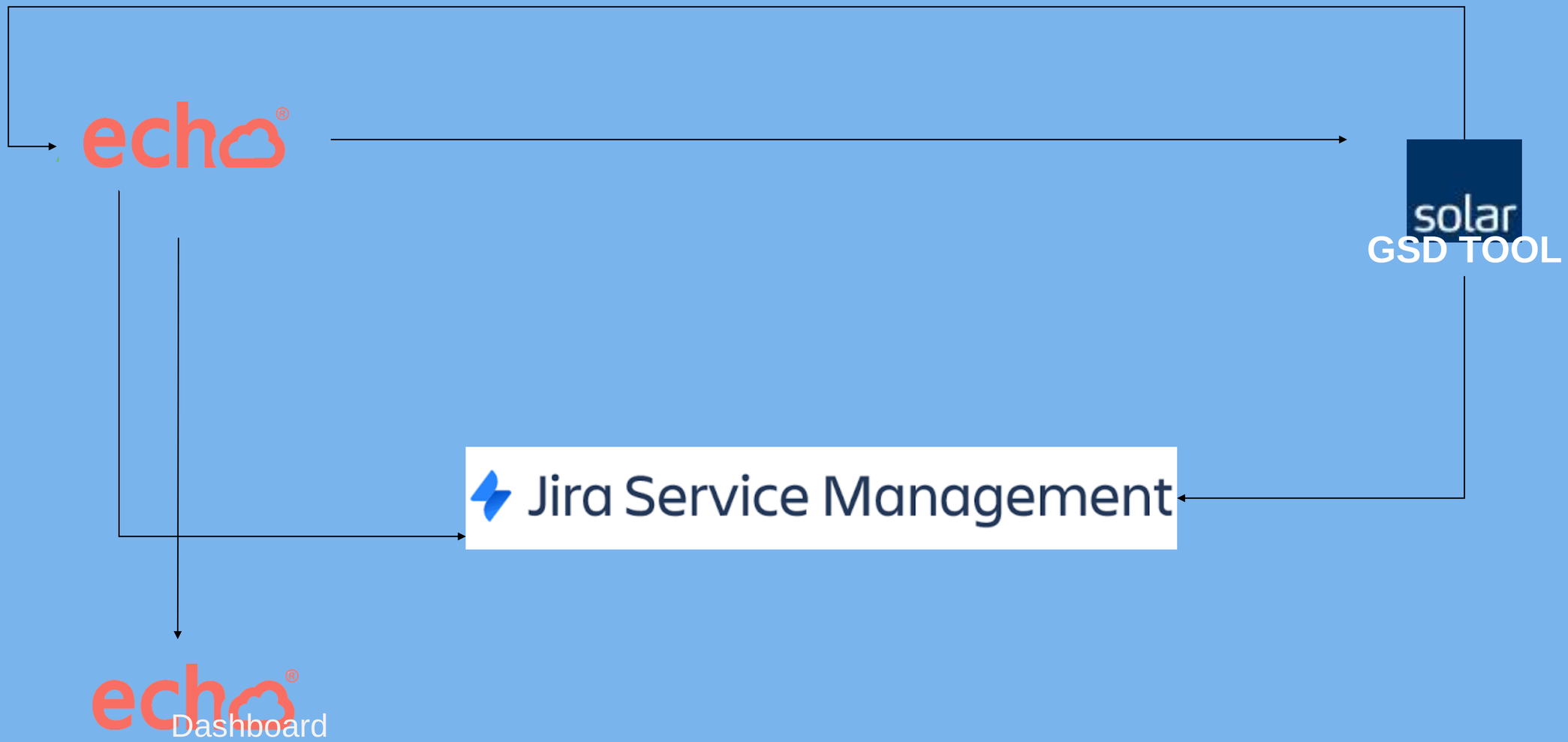
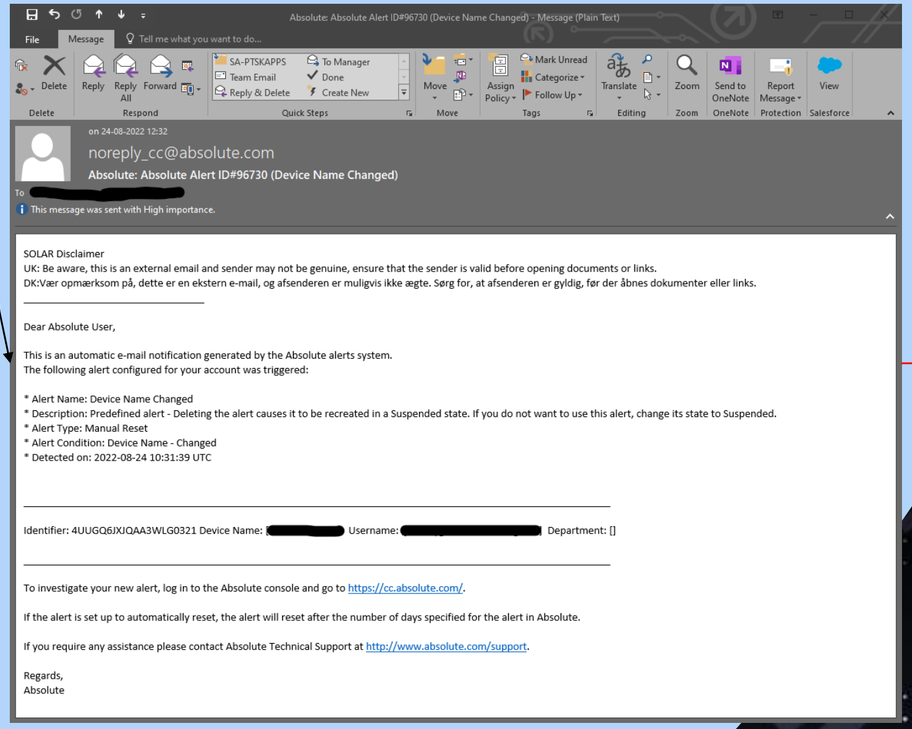


# Service desk cases are created automatically

echo®

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GSD TOOL

Jira Service Management

Among other things we have the same process for

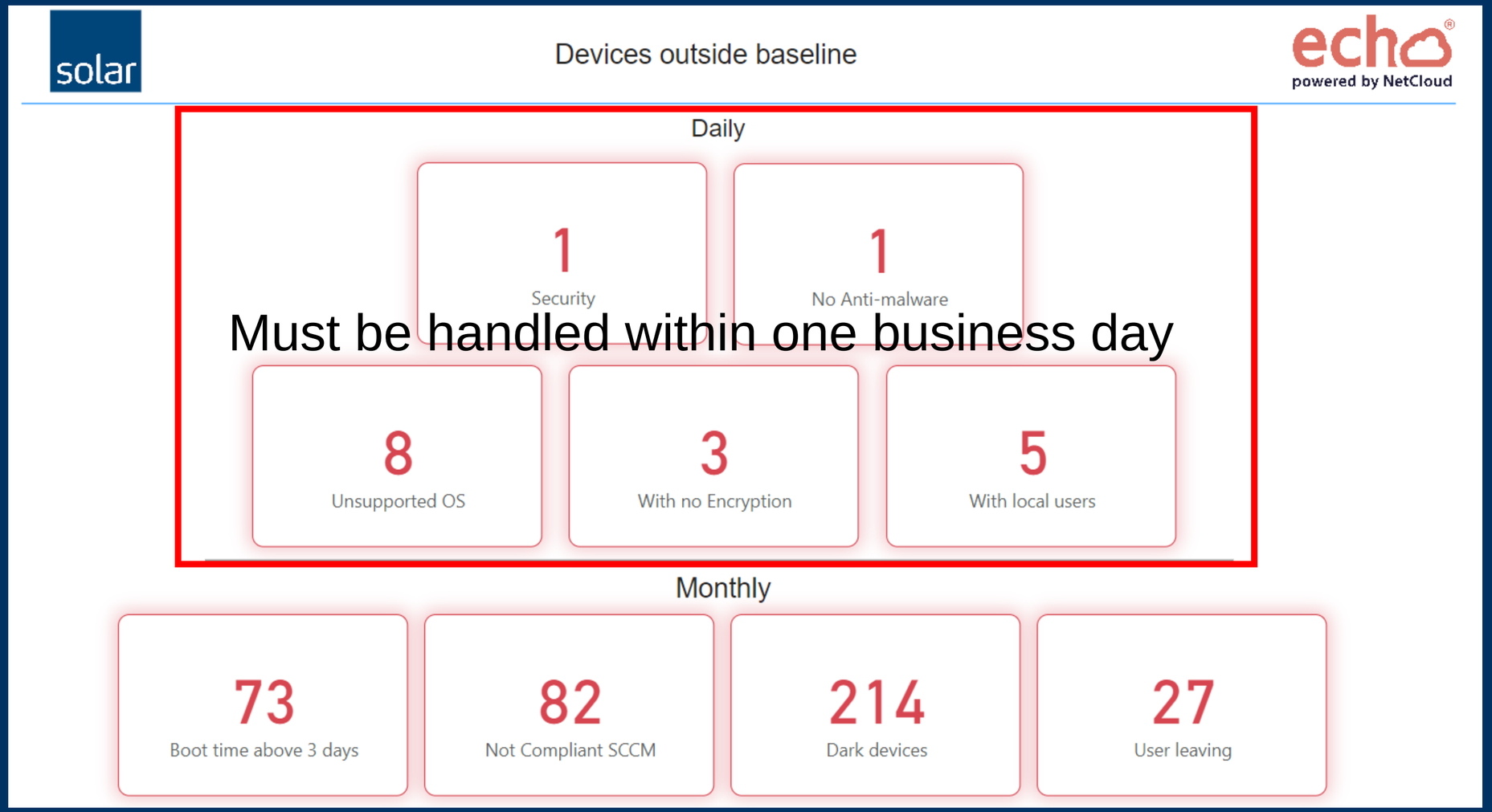
- Use of unapproved VPN
- Computer leaving the Solar domain

# Minimized manual processes

- Automatic creation of service desk cases and assignment of tasks.
- Statistics on theft or attempted theft
- Faster case processing

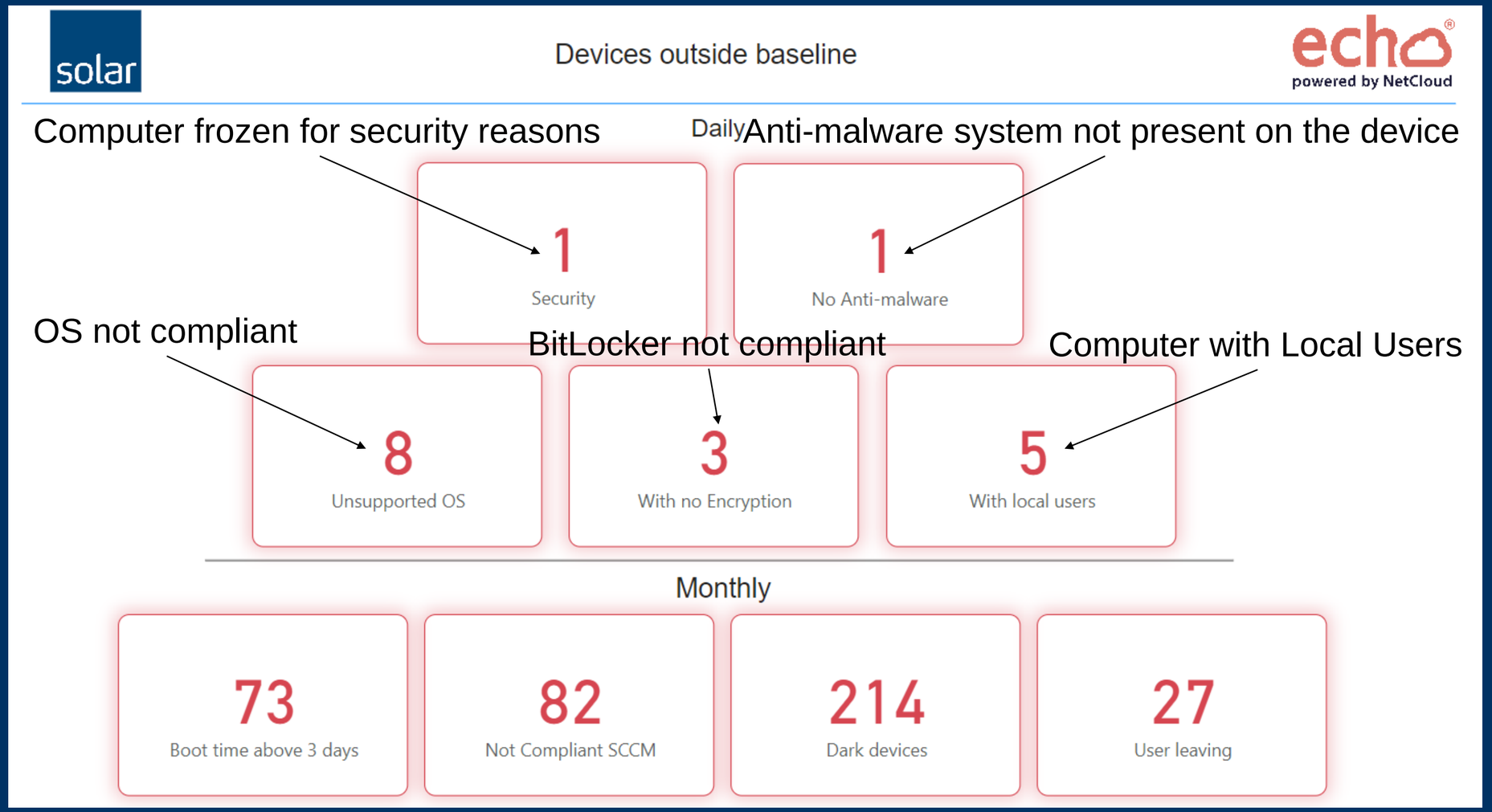
# Dashboard

Group Service Desk



# Dashboard

Global Service Desk



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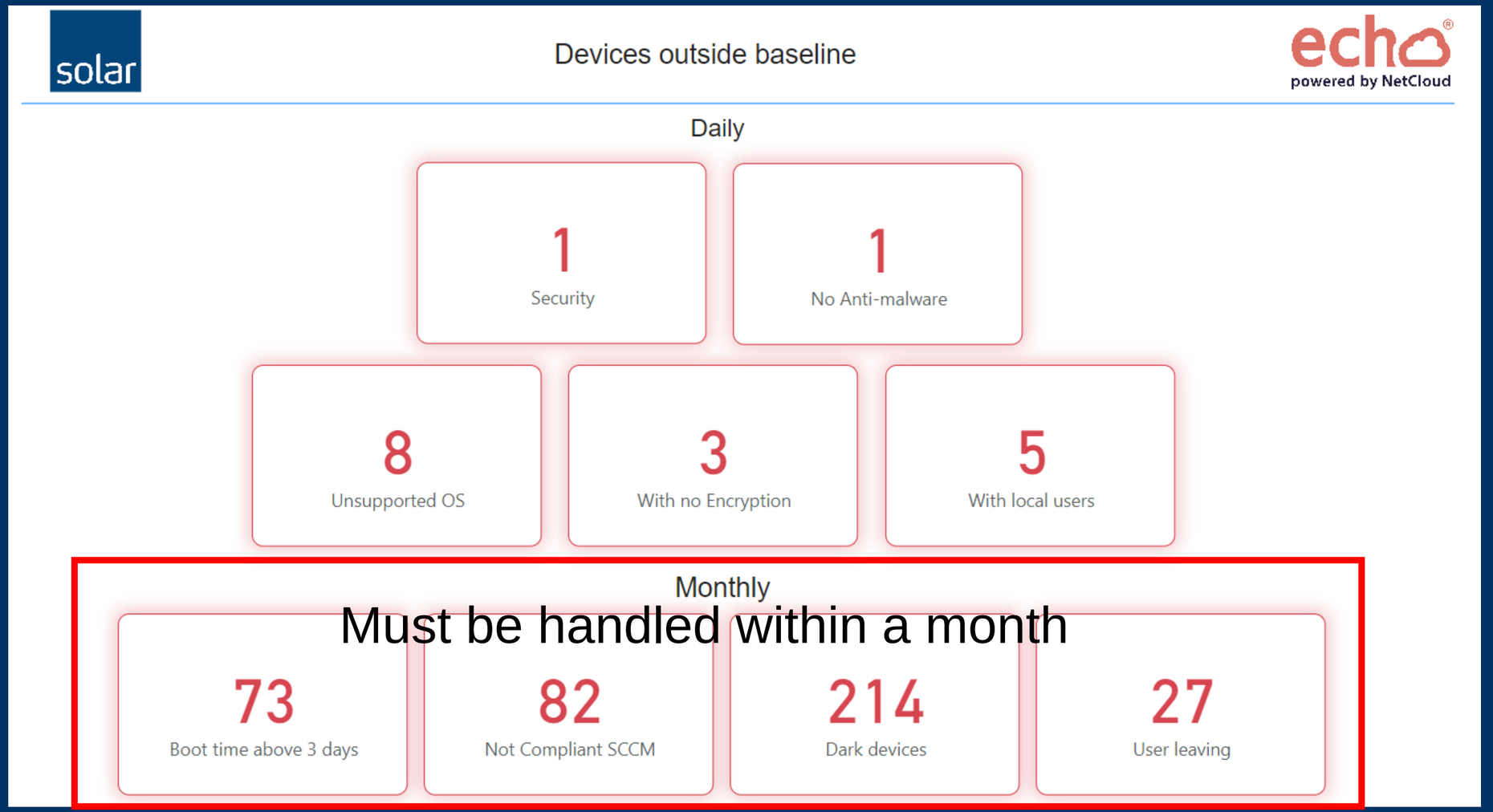
Global Service Desk



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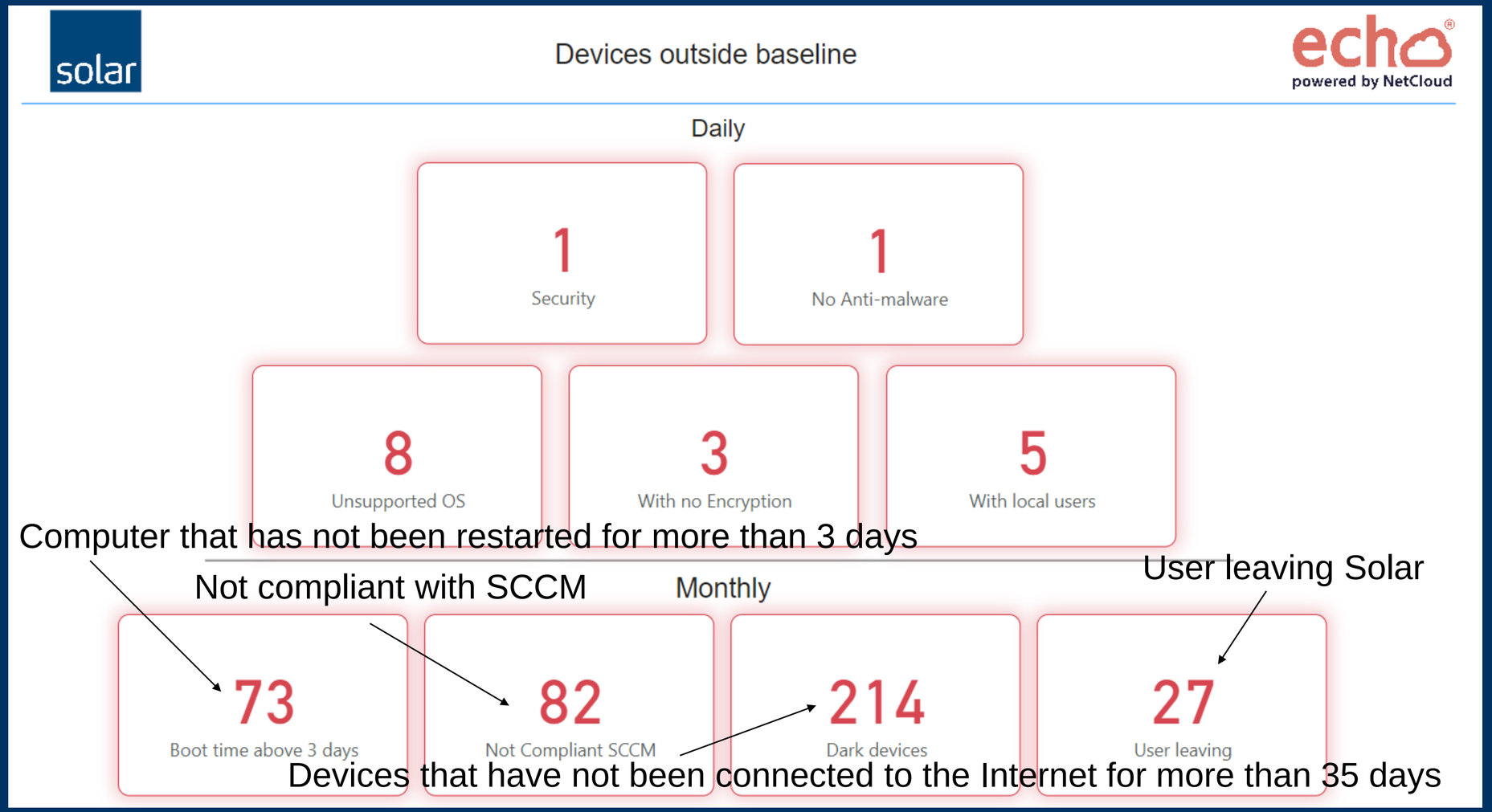
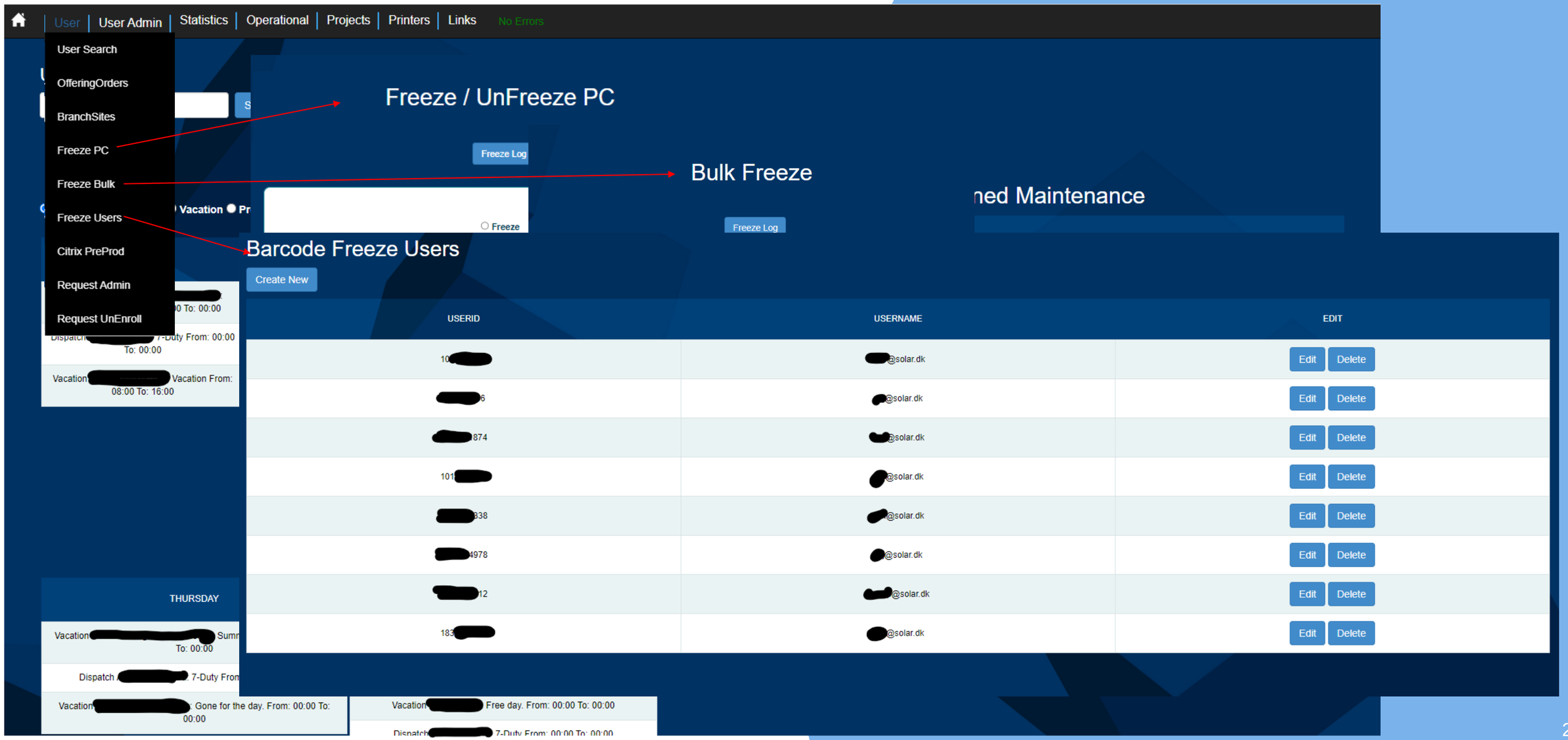
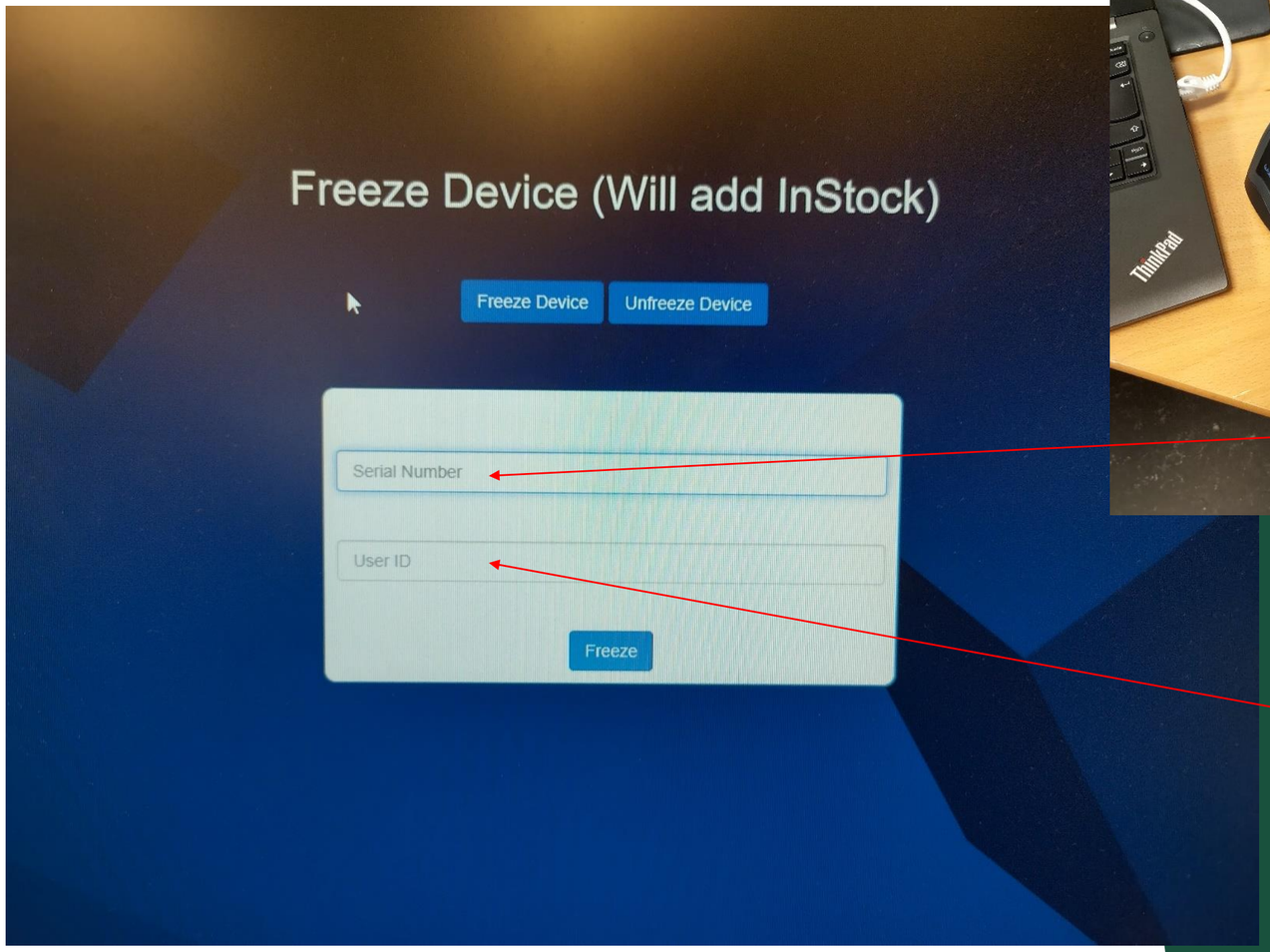
Global Service Desk

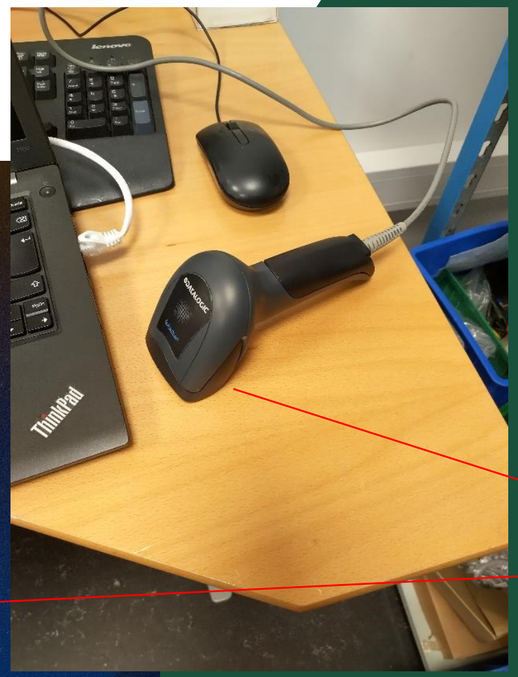


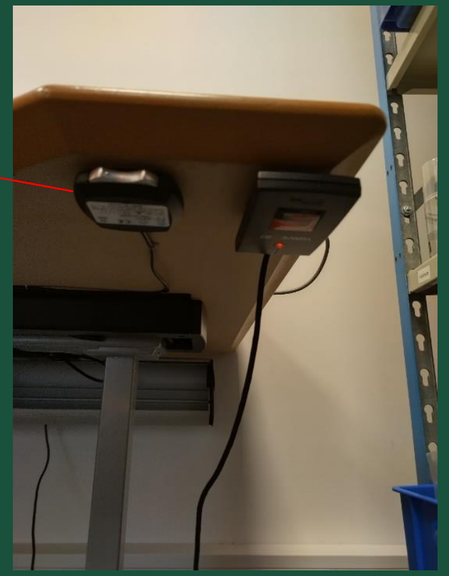
# Solar GSD TOOL



# Freeze computer for storage.



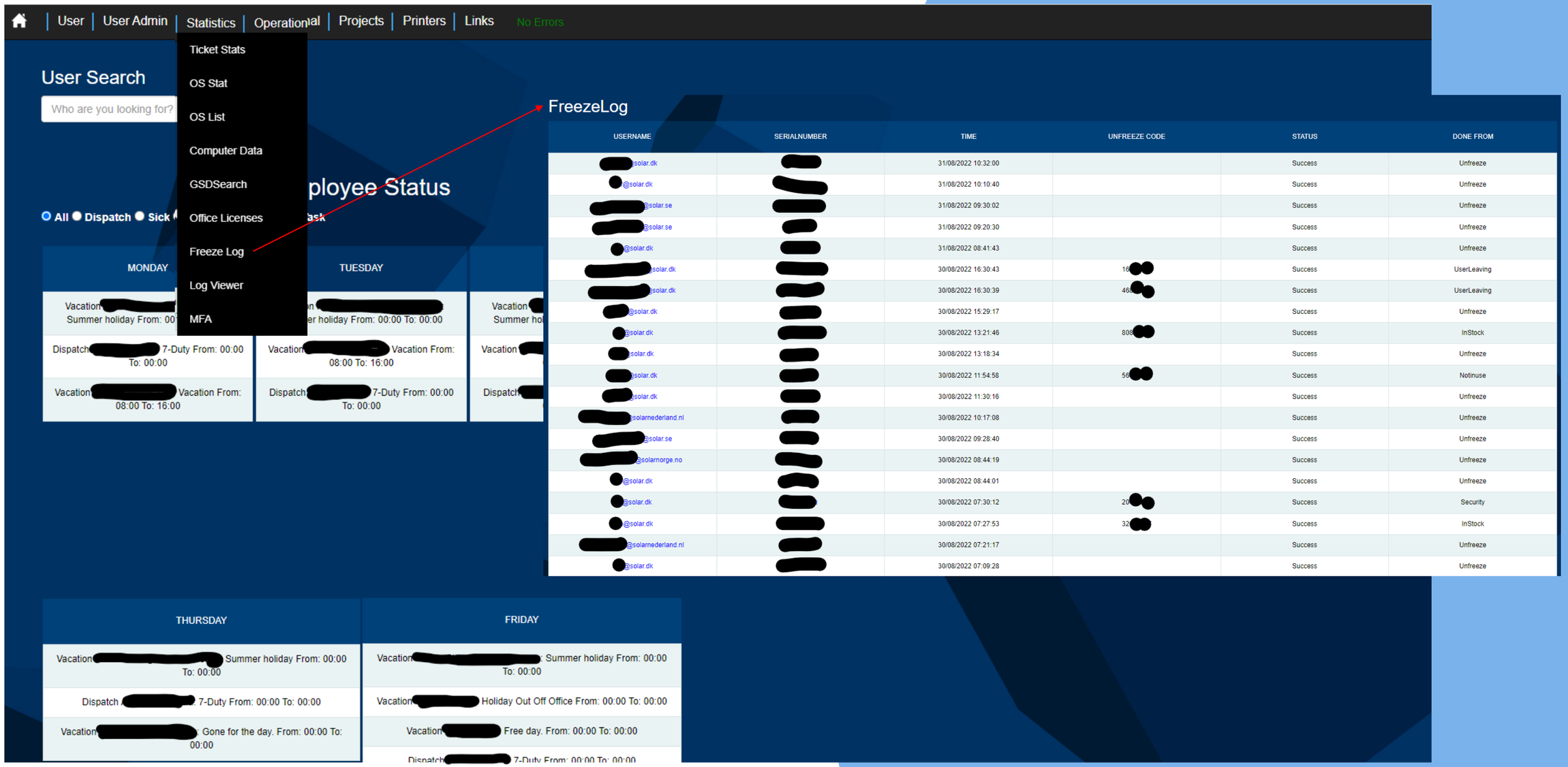





# What do we get out of this process?

- Unit stock overview
- Anti-theft devices
- Fresh devices without GDPR data

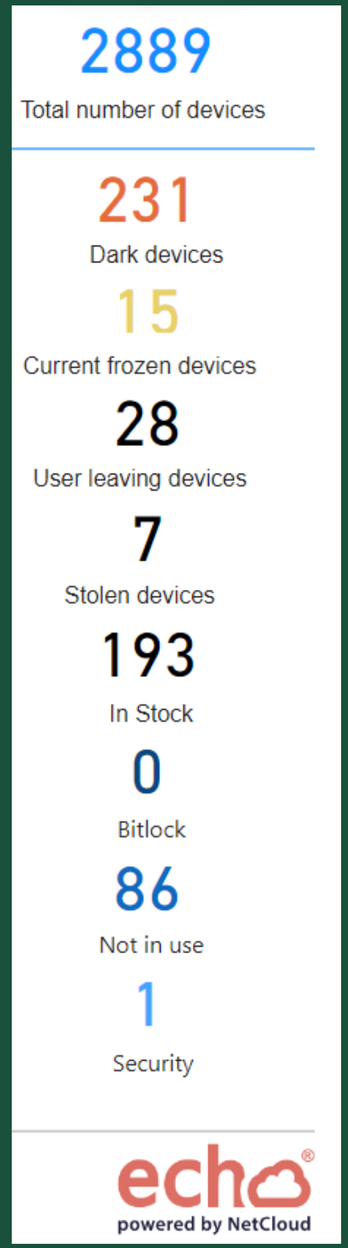
# Solar GSD TOOL - FreezeLog



# Overview

Via another dashboard, we always have an overview of our devices.

- Units we haven't seen in 35+ days
- Employees who are about to leave Solar
- Devices that have been stolen
- Units in storage ready for delivery
- Security locked devices
- Devices not in use



# Thank You

See you at stand 16.