

NetCloud A/s **Echo**

K I S S K o n f e r e n c e 2 0 2 2

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

Making IT Service more efficient

Solars journey with integrations and automation

solar

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

solar



Installation



Cables



**Marine &
Offshore**



Lighting



Industry



Communication



Security



Ventilation



**Heating, Water
& Sanitation**



**Renewable
energy**

SOLAR JOURNEY WITH INTEGRATIONS AND AUTOMATION

solar



Landscape of security tools

solar

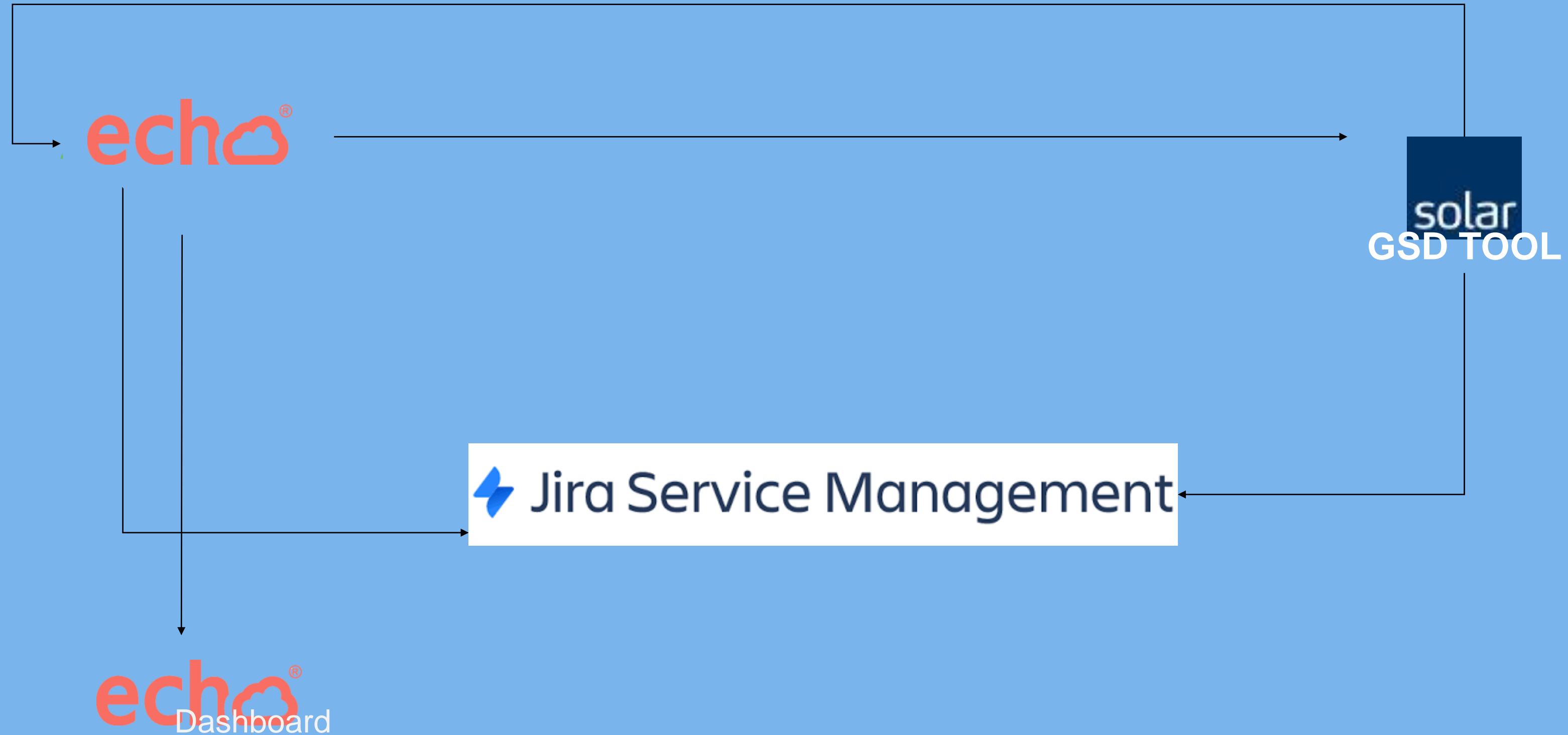


A fool with a tool
is still a fool



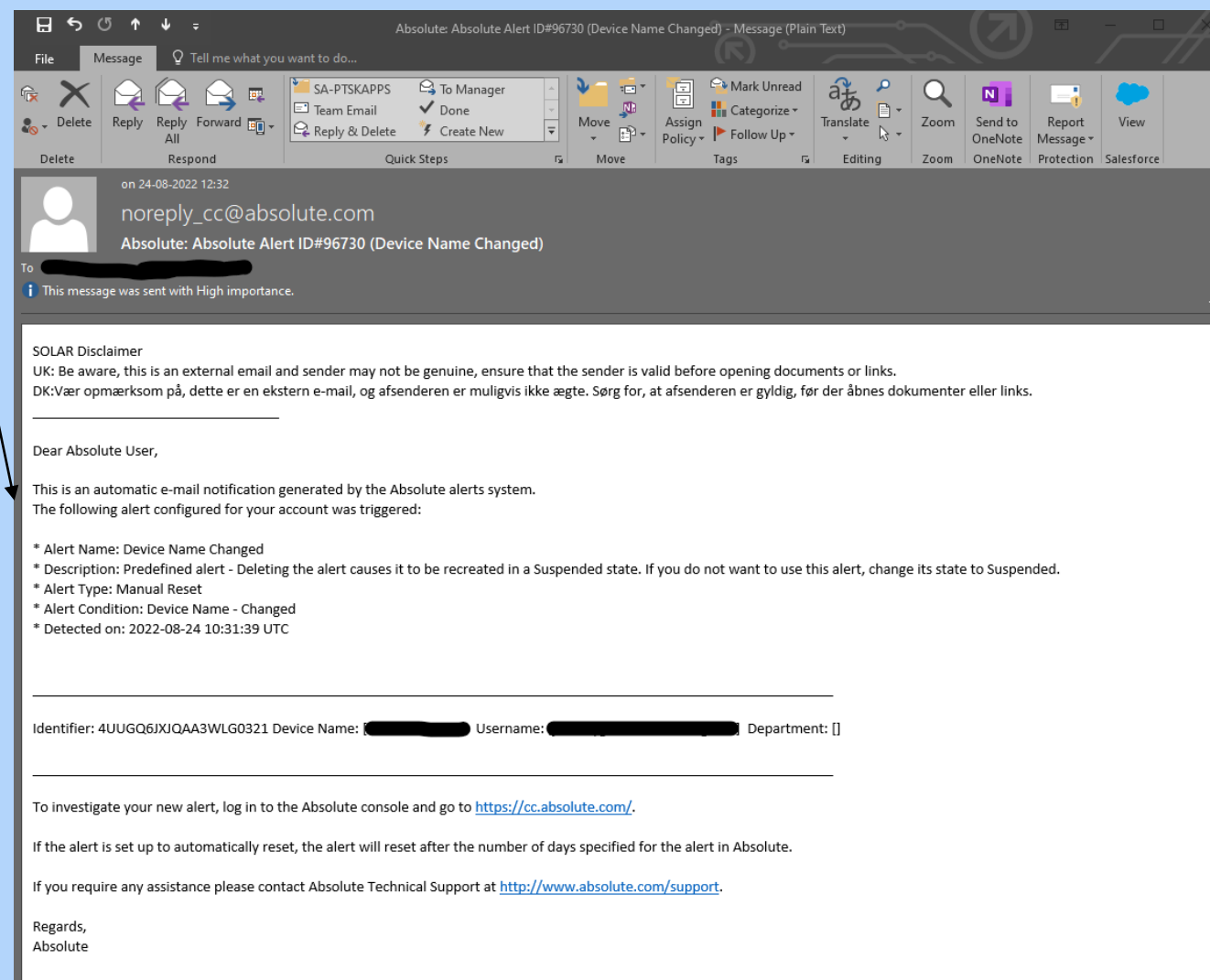
The journey

solar



Service desk cases are created automatically

echo[®]



solar

solar
GSD TOOL

Jira Service Management

- Among other things we have the same process for
- Use of unapproved VPN
 - Computer leaving the Solar domain

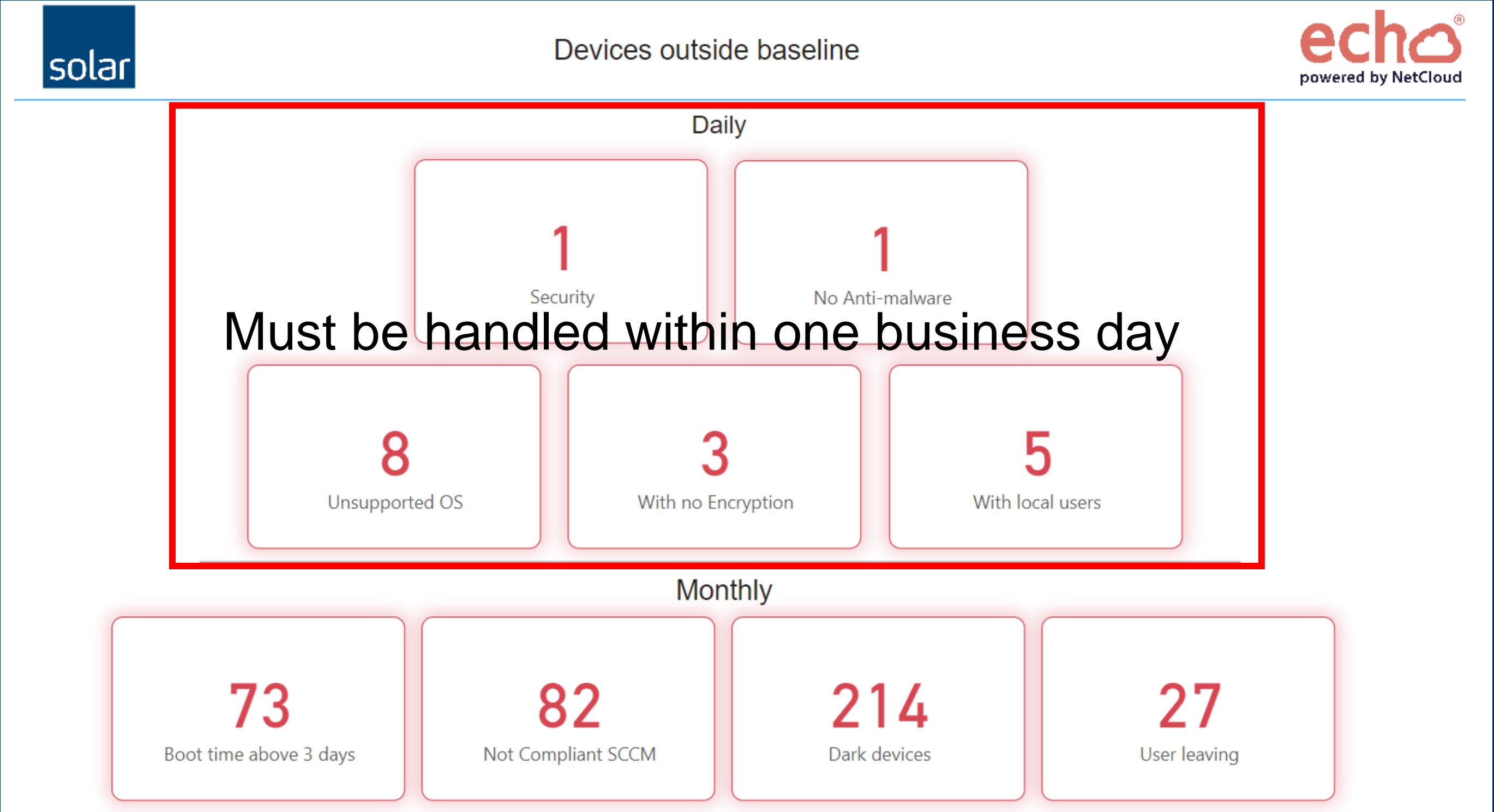
Minimized manual processes

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



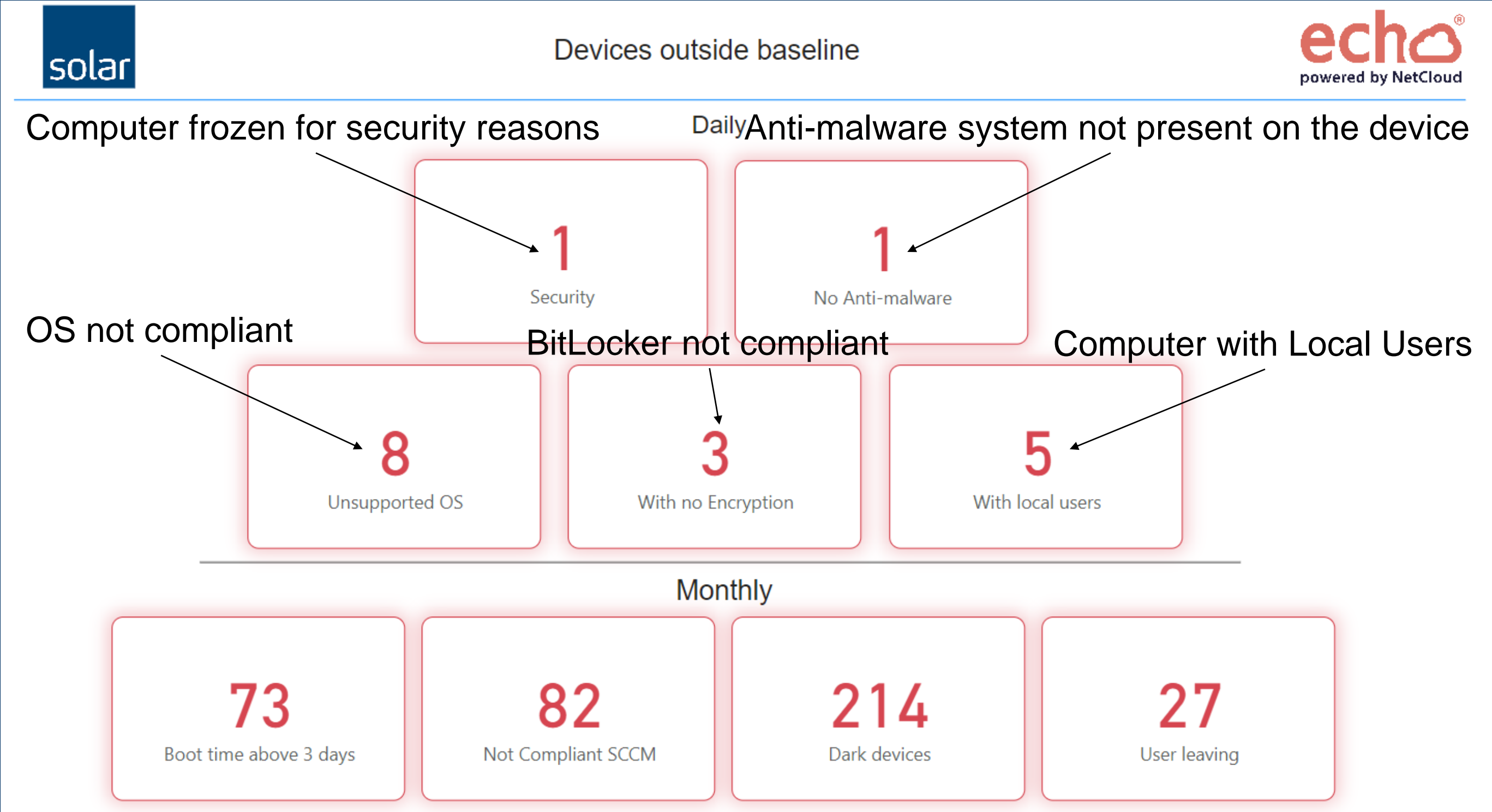
Dashboard

Group Service Desk



Dashboard

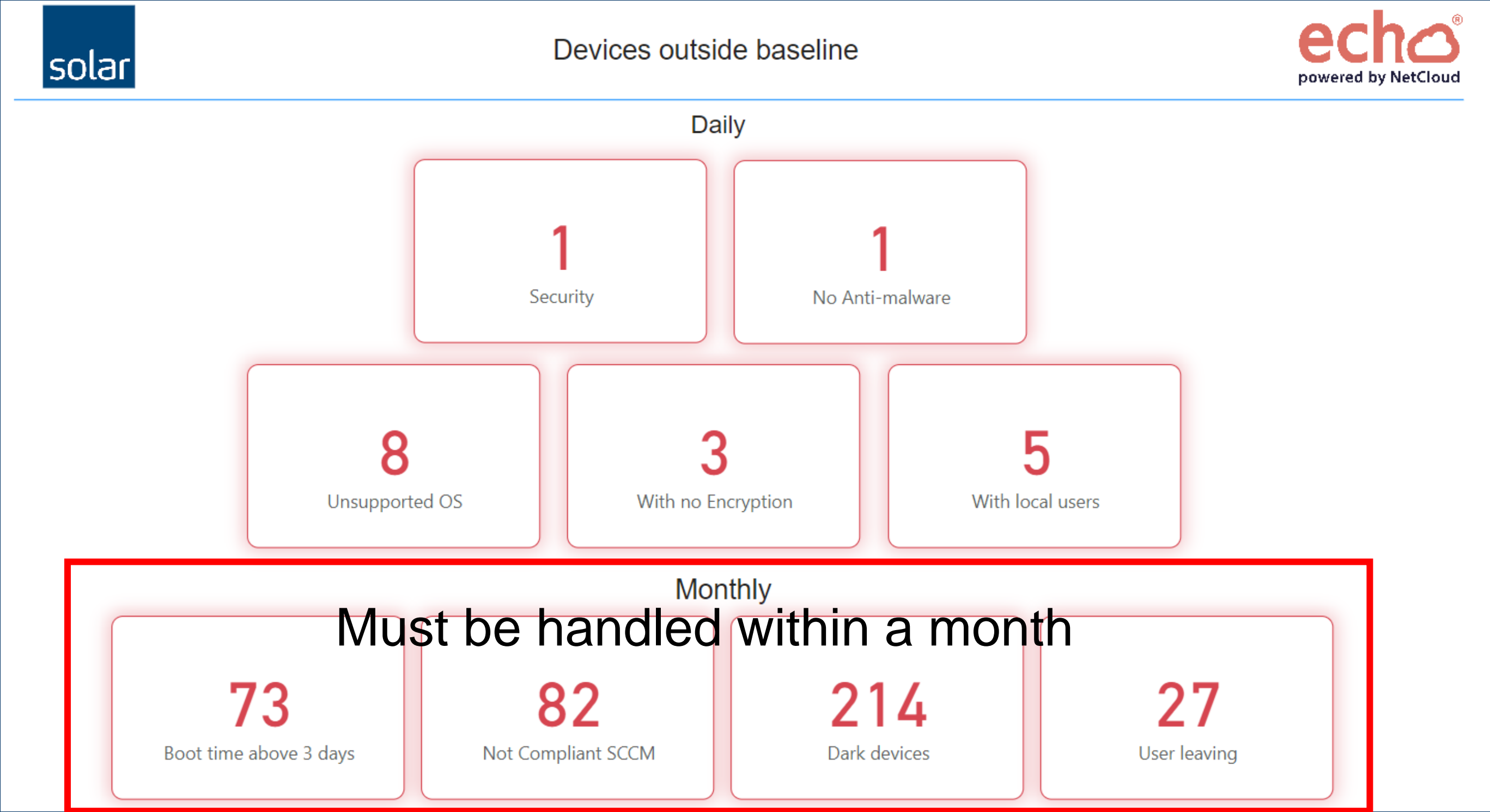
Global Service Desk



Dashboard

solar

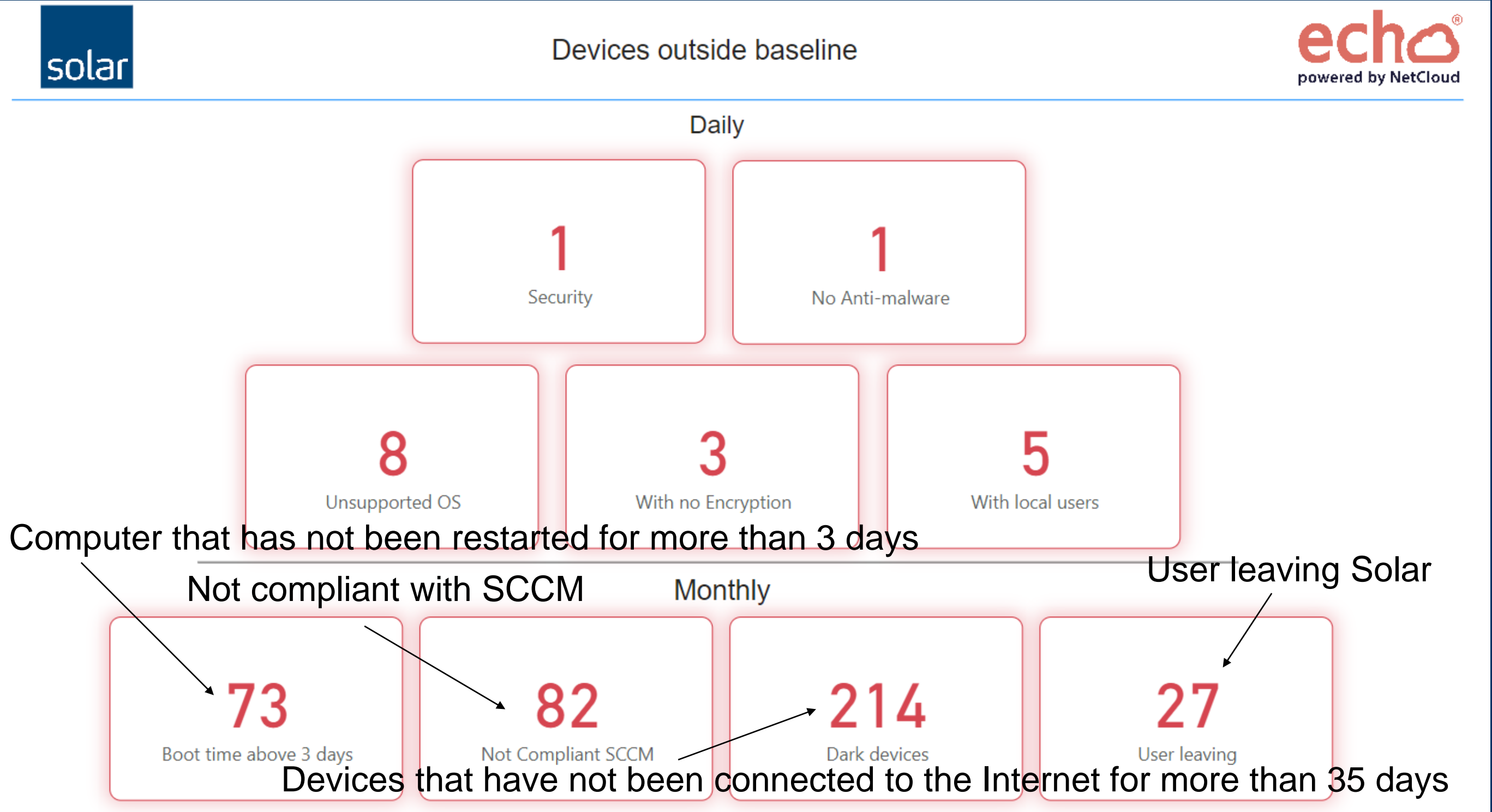
Global Service Desk



Dashboard

solar

Global Service Desk



User

User Admin

Statistics

Operational

Projects

Printers

Links

No Errors

User Search

OfferingOrders

BranchSites

Freeze PC

Freeze Bulk

Freeze Users

Citrix PreProd

Request Admin

Request UnEnroll

Vacation

Pr

Freeze

Barcode Freeze Users

Create New

Freeze / UnFreeze PC

Freeze Log

Bulk Freeze

Freeze Log

ned Maintenance

USERID	USERNAME	EDIT
10	@solar.dk	<div>EditDelete</div>
6	@solar.dk	<div>EditDelete</div>
874	@solar.dk	<div>EditDelete</div>
101	@solar.dk	<div>EditDelete</div>
338	@solar.dk	<div>EditDelete</div>
4978	@solar.dk	<div>EditDelete</div>
12	@solar.dk	<div>EditDelete</div>
183	@solar.dk	<div>EditDelete</div>

THURSDAY

Vacation

Dispatch

Vacation

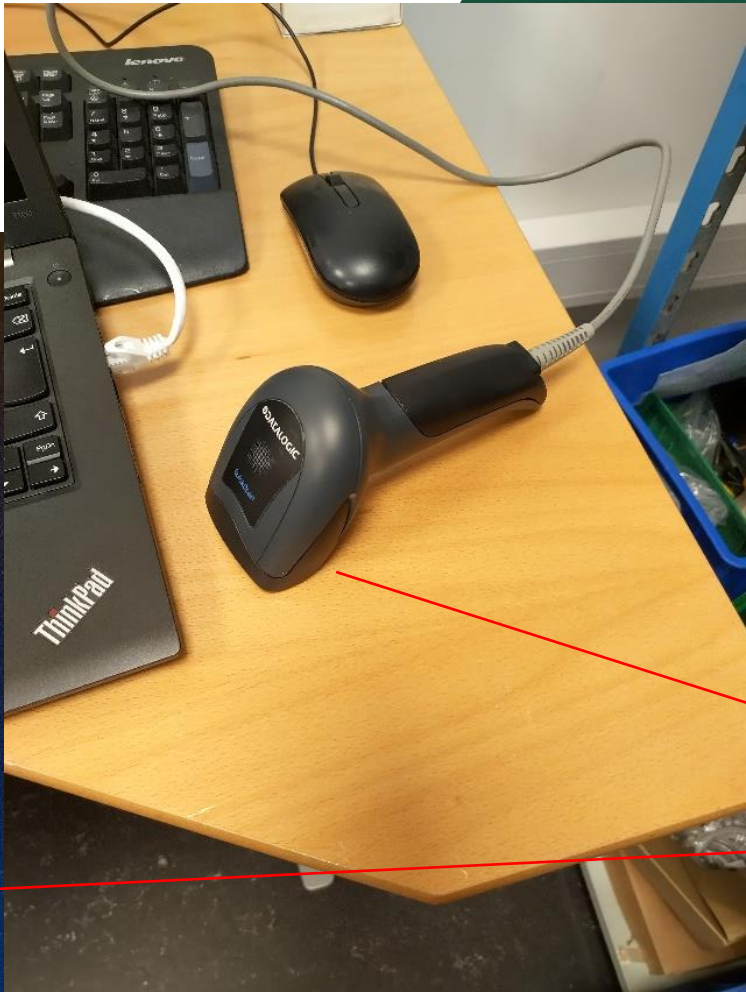
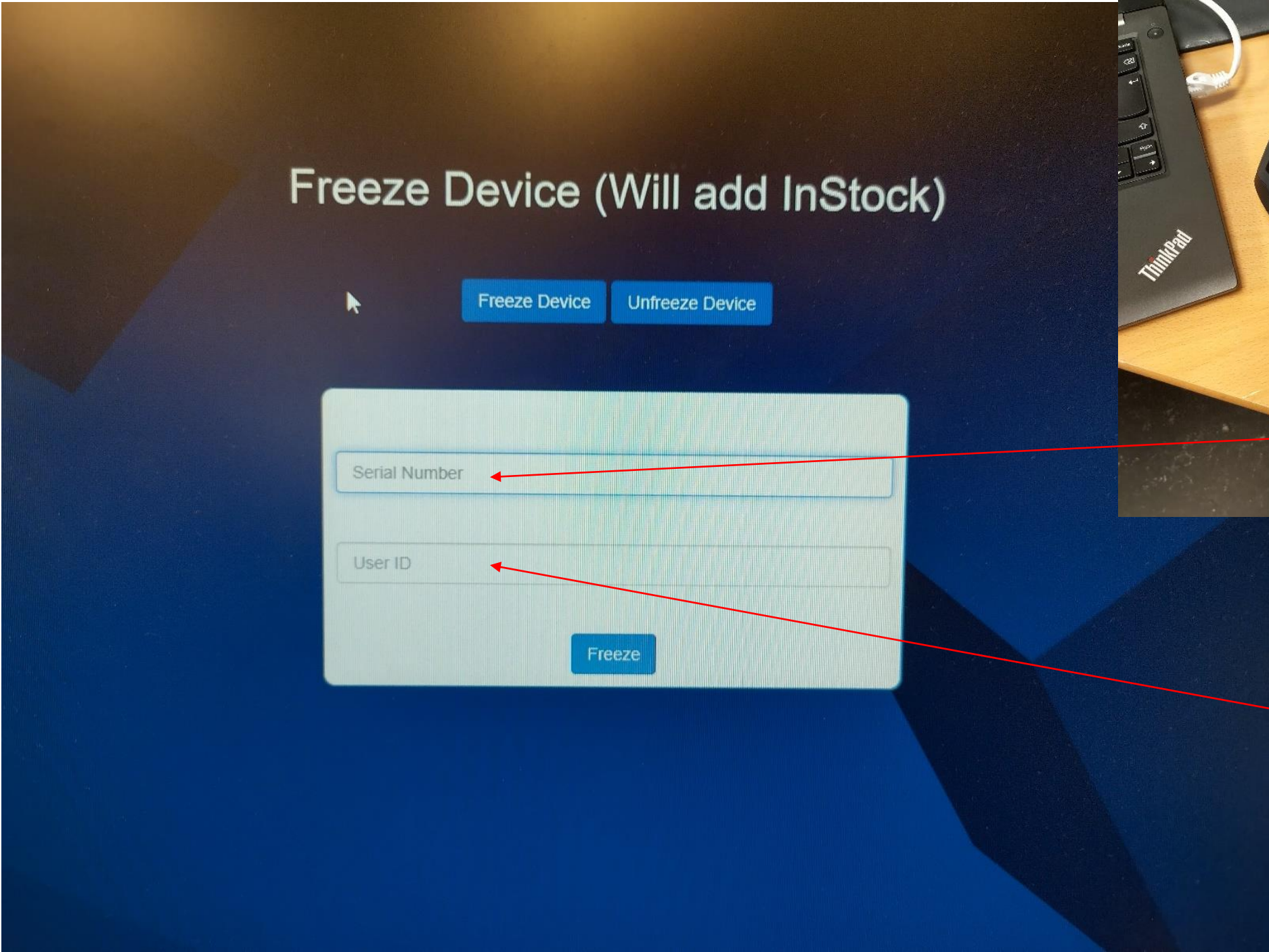
Vacation

Free day

7-Duty From

Freeze computer for storage.

solar



solar

What do we get out of this process?

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



Solar GSD TOOL - FreezeLog

solar

Home

User

User Admin

Statistics

Operational

Projects

Printers

Links

No Errors

User Search

Who are you looking for?

All

Dispatch

Sick

MONDAY

Vacation ██████████ Summer holiday From: 00:00 To: 00:00

Dispatch ██████████ 7-Duty From: 00:00 To: 00:00

Vacation ██████████ Vacation From: 08:00 To: 16:00

TUESDAY

Vacation ██████████ Summer holiday From: 00:00 To: 00:00

Vacation ██████████ Vacation From: 08:00 To: 16:00

Dispatch ██████████ 7-Duty From: 00:00 To: 00:00

THURSDAY

Vacation ██████████ Summer holiday From: 00:00 To: 00:00

Dispatch ██████████ 7-Duty From: 00:00 To: 00:00

Vacation ██████████ Gone for the day. From: 00:00 To: 00:00

FRIDAY

Vacation ██████████ Summer holiday From: 00:00 To: 00:00

Vacation ██████████ Holiday Out Off Office From: 00:00 To: 00:00

Vacation ██████████ Free day. From: 00:00 To: 00:00

Ticket Stats

OS Stat

OS List

Computer Data

GSDSearch

Office Licenses

Freeze Log

Log Viewer

MFA

Employee Status

FreezeLog

USERNAME	SERIALNUMBER	TIME	UNFREEZE CODE	STATUS	DONE FROM
██████████@solar.dk	██████████	31/08/2022 10:32:00		Success	Unfreeze
██████████@solar.dk	██████████	31/08/2022 10:10:40		Success	Unfreeze
██████████@solar.se	██████████	31/08/2022 09:30:02		Success	Unfreeze
██████████@solar.se	██████████	31/08/2022 09:20:30		Success	Unfreeze
██████████@solar.dk	██████████	31/08/2022 08:41:43		Success	Unfreeze
██████████@solar.dk	██████████	30/08/2022 16:30:43	16██████████	Success	UserLeaving
██████████@solar.dk	██████████	30/08/2022 16:30:39	46██████████	Success	UserLeaving
██████████@solar.dk	██████████	30/08/2022 15:29:17		Success	Unfreeze
██████████@solar.dk	██████████	30/08/2022 13:21:46	808██████████	Success	InStock
██████████@solar.dk	██████████	30/08/2022 13:18:34		Success	Unfreeze
██████████@solar.dk	██████████	30/08/2022 11:54:58	56██████████	Success	Notinuse
██████████@solar.dk	██████████	30/08/2022 11:30:16		Success	Unfreeze
██████████@solarnederland.nl	██████████	30/08/2022 10:17:08		Success	Unfreeze
██████████@solar.se	██████████	30/08/2022 09:28:40		Success	Unfreeze
██████████@solarnorge.no	██████████	30/08/2022 08:44:19		Success	Unfreeze
██████████@solar.dk	██████████	30/08/2022 08:44:01		Success	Unfreeze
██████████@solar.dk	██████████	30/08/2022 07:30:12	20██████████	Success	Security
██████████@solar.dk	██████████	30/08/2022 07:27:53	32██████████	Success	InStock
██████████@solarnederland.nl	██████████	30/08/2022 07:21:17		Success	Unfreeze
██████████@solar.dk	██████████	30/08/2022 07:09:28		Success	Unfreeze

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

solar





Thank You

See you at stand 16.