

NORTHSTAR BY CONVENTUS DELIVERS AUTOMATED, NEAR REAL-TIME MONITORING, DEVICE CONFIGURATION AND DATA ANALYTICS TO DEMONSTRATE PCI COMPLIANCE ACROSS COMPLEX ENVIRONMENTS

the ► **CLIENT: CONVERGYS**

Market leaders in nearly every industry rely on Convergys' integrated, end-to-end solution of advanced analytics, omnichannel technology and global outsourcing to achieve the balance of customer satisfaction, cost reduction and revenue growth.

the ► **CHALLENGE:**

Achieving and maintaining PCI compliance for over 70,000 endpoints supporting 50+ client environments and 15+ different physical locations while also demonstrating compliance with each clients' audit, legislative and regulatory requirements.

the ► **SOLUTION:**

Leverage existing data sources to create and maintain an accurate account of current inventory. Ability to quickly and easily manage 400+ segmented, secure and isolated network zones to meet exacting client requirements. Ability to tune policies, configuration and control of 70,000 endpoints supporting 50+ different client environments, and 15+ different physical locations in near real-time. Granularity of workstation logging and data analytics to support even the most demanding monitoring, reporting and troubleshooting needs. Ease of configuration and richness in dashboard reporting in a single pane of glass to satisfy challenging requirements. Continuous monitoring and automation enables Convergys to respond to client capacity demands as security policies are automatically and dynamically updated to allow business processes to continue uninterrupted while ensuring PCI compliance is maintained.

the ► **IMPACT:**

"NorthStar has been part of our arsenal since day one. We know we wouldn't be successful in managing our environment without it."

Tim Mitchell VP, Cross Functional Delivery Services



70K
ENDPOINTS

15+
PHYSICAL
LOCATIONS

50+
CLIENT
ENVIRONMENTS

400+
UNIQUE
NETWORK
ZONES

YOU CAN ONLY MANAGE WHAT YOU CAN MEASURE

How can corporate security managers secure the IT assets that support key business functions of their organization if they cannot accurately identify those assets, appropriately configure and tune security policies and report on the compliance posture of their large geographically diverse organization... and to do ALL this in real-time?

IF THE CHALLENGE EXISTS, SO DOES THE SOLUTION

The Conventus solution for Convergys included four phases: Discovery, Solution Development, Implementation, and Support.

In the Discovery Phase, the Conventus experts consulted with members of the Convergys Technical Services team to better understand how they were managing client environments to maintain the mandated PCI compliance.

For the Solution Development Phase: Enter NorthStar from Conventus. The NorthStar platform was used to aggregate, normalize and digest IT data to work in conjunction with Symantec Data Center Security. NorthStar proved its value instantly by identifying not only the 50,000 endpoints Convergys had identified as in scope for PCI compliance, but also an additional 21,000 that met the requirements of the compliance mandate. Without an accurate asset inventory, it would be an impossible task to demonstrate compliance with each clients' audit, legislative and regulatory requirements.

As part of Implementation, Conventus experts created automation for Convergys, facilitating immediate use of data from the tool. With its intuitive, user-friendly interface, NorthStar enabled Convergys to organize and validate their client environments and devices as well as view all data in one comprehensive dashboard. NorthStar provides near real-time monitoring, device configuration and data analytics to demonstrate PCI compliance and audit defensibility of thousands of endpoints across multiple client environments while also adhering to each client's unique legislative, regulatory, contractual requirements for a market-leader in outsourced, integrated customer care and billing services.

Due to the dynamic nature of the industry, the Conventus experts continue to provide ongoing support and constant updates for Convergys. When there is a need for a new feature or a change to a feature, Conventus evolves NorthStar quickly in order to meet the client's needs.

"We use NortStar on a daily basis and without it, we would be flying blind. Without the speed that it runs and the granular level of log retention, it would be near impossible for us to do our jobs."

George Snell, Director of Desktop Engineering Technical Services, Convergys

PERFORMANCE IS EVERYTHING

Specific benefits of the Conventus-Convergys partnership include:



Comprehensive asset visibility and endpoint enumeration



Streamlined account management



Authoritative endpoint inventory management



Automated policy tuning



Compliance with payment card industry (PCI) standards



Granular endpoint logging, auditing and analytics



Automated asset discovery

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