Audit Compliant IT Operations With Console Recordings.

Enable Secure Remote Access:

01 **REMEDIATION**: Launch remote consoles to analyze issues with real time information.

02 **SCALABILITY**: Interact and broadcast a command across multiple consoles from a single platform.

03 **AUDITING**: View console sessions recordings for compliance, change management and training.

**SECURE CONSOLE RECORDINGS**

Quickly analyze and troubleshoot issues.

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Business Challenge

As the services required to support enterprises continue to expand, CIOs are challenged to stay compliant and keep company information and infrastructure safe. As enterprises continue to embrace a variety of new services, IT teams face an ever-difficult battle to control and track access to critical infrastructure in a systematic way.

Such challenges are common whether you are managing IT operations in an enterprise or on behalf of customers as a service provider. Organizations need a reliable audit trail for access and activity within their IT environment. Console recordings can be a key part of compliance and audit processes.

Drive Organizational Control & Compliance

Audit recordings track every console session at the protocol level. Retrieve playback in the device history, much like your favorite show on your DVR. Recordings capture a session right from login to every step an engineer takes on the device, meaning every mouse click and every key stroke. Understand when something happened, for how long, by which protocol and any tickets the session was associated with.

Audit Compliance

Audit trails are captured for every login and activity in your IT environment. Whether the activity is from central IT, a business unit or an outside vendor, OpsRamp will tell you what resources were accessed, for how long and when, and what they did during the session.

Easy Troubleshooting

Session recordings let you determine remediation based on pure facts. It can be challenging at times to own up to a mistake, or even realize that one was responsible for an error. Console recordings remove trust issues in sensitive situations to get to what happened and address it to reduce any business impact.
Training

There's an additional side benefit from recording your engineer's work. You may have brilliant staff who fix a similar issue differently due to the way they make configuration setting changes to solve a problem. Take advantage of OpsRamp’s recording technology which is your assistant for knowledge capture and dissemination. You may have Standard Operating Procedures but your L1 engineers can learn much more from watching your L3 engineers than by reading any document.

About OpsRamp

OpsRamp enables IT to manage more workloads with less work. Our cloud platform creates a central hub that all IT teams - from operations to service management and everyone in between - use to manage today's complex hybrid computing environment.

Contact us

Schedule your free, custom demo today. Contact us at info@OpsRamp.com or visit OpsRamp.com to learn more.