

Increased Efficiency and Productivity with netLD

TOP 25 GLOBAL MSSP | NETLD LOGICVEIN SOLUTION

Netsurion®

Powering Secure and Agile Networks

Netsurion, a leader in Managed Detection and Response (MDR) and a Top 25 Global MSSP, faced challenges managing their network devices and configurations in a large network of over 17,000 devices.

They used manual methods to manage their network, which was time-consuming and inefficient.

Industry: IT Services

Location: Ft. Lauderdale, FL

Awards: Top 25 Global MSSP

“The biggest payoffs since deploying netLD have been the increased efficiency and productivity of the support team.”

Mark A. Cornwell,
CIO of Netsurion

CHALLENGES

- Completing configuration and/or firewall policy queries and updates across a large number of devices within the required time frame for customers.
- Efficiently determining if deployed configurations meet specified compliance guidelines.
- Accessing devices without knowledge of login credentials.
- Efficiently determining firmware revisions across the devices in the deployed fleet

SOLUTIONS

- **Command Runner and Smart Change Jobs:** These features allowed Netsurion's support team to query and update configurations in their deployed fleet, increasing efficiency and productivity, and enabling them to satisfy customer requests within a reasonable timeframe
- **netLD Integration API:** This feature provided programmatic access to the netLD database for automating more complex queries, updates, and comparisons within the netLD database and contrasting/comparing that data with Netsurion's other device database information
- **Compliance Policy and Rules:** These features helped Netsurion identify configuration compliance issues against a defined set of devices, ensuring that their deployed configurations met specified compliance guidelines

RESULTS

- After deploying netLD, Netsurion experienced significant improvements in efficiency, compliance, and productivity.
- The Command Runner and Smart Change features allowed the support team to query and update configurations in their deployed fleet, satisfying customer requests within a reasonable timeframe

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BENEFITS

1

Efficient configuration management

netLD allowed Netsurion to complete configuration and firewall policy queries and updates across a large number of devices in a reasonable timeframe.

2

Compliance monitoring

netLD helped Netsurion efficiently determine if deployed configurations meet specified compliance guidelines.

3

Access to devices without login credentials

netLD enabled Netsurion to access devices without needing to know the login credentials.

4

Firmware revision tracking

netLD allowed Netsurion to efficiently determine firmware revisions across the devices in their deployed fleet.

5

Update configs to their deployed fleet

The Command Runner and Smart Change features allowed them to query and update configurations in their deployed fleet, enabling them to satisfy customer requests in a reasonable timeframe

UNEXPECTED BENEFITS

1

Detecting and highlighting mistakes,

such as missing physical removal of firewalls from management servers.

2

Providing a concise view of the last backup status

for quickly identifying device issues like invalid credentials or communication failures

3

The ability to use the built-in Terminal utility to access the CLI

of a device without any knowledge of login credentials, with all activity in that session automatically logged.

4

The ability to utilize Command Runner, Smart Change, or the API

against a defined set of devices to query or update configuration information

SUMMARY

The Net LineDancer platform has been well-received by Netsurion's engineers, who are exploiting the platform for their purposes.

Netsurion continues to share novel uses of the platform with their network management group

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