MONITORING CRITICAL JOURNEYS THAT USE 2 FACTOR AUTHENTICATION

THOUGHT LEADERSHIP

Challenge

Retain insights with 2FA

Product

Eagle-i

Business Summary

2FA is a proven, simple and highly effective method to deliver an additional layer of security to organisation IT systems. However, monitoring considerations must be made when implementing 2FA to ensure the retention of valuable insight and metrics. With its technology agnostic methodology, Remasys' Eagle-i service is uniquely positioned to deliver an effective, all-encompassing monitoring solution for business IT systems and user journeys that encompass 2FA.

Intro

In a world of constant technical disruption, Security is a leading concern for many businesses, creating high demand for effective solutions. Industry experts often cite 2 Factor Authentication (2FA) as a best practice approach to bolster security of an organisation's systems and infrastructure. 2FA represents a relatively simple method employed to reduce the risk of hacking systems, accounts and data. By introducing a second login step (usually via SMS or security token), 2FA can prevent malicious agents from accessing accounts, even if they have managed to obtain a username and password.

The security improvements delivered by 2FA are well documented, alongside the relative technical ease of implementation. However, 2FA deployment can cause major issues for application monitoring tools, forcing businesses to sacrifice the valuable insights

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2FA multiple technologies require different monitoring approach

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Solution

Remasys' EAGLE-i employs a synthetic monitoring approach to proactively test key user journeys, using automated scripts to measure and monitor key user journeys. To isolate the effect of application modifications, eaglei is designed to measure performance from a consistent benchmark, evading misleading results that can be caused by external factors such as network strength or device issues. Eaglei is a technology agnostic, agentless solution, requiring no insertion of code agents which can be damaged by application modifications.

Remasys' monitoring experts work with businesses to understand their critical user journeys before automation with eaglei. These journeys are then run 24/7 at scheduled intervals, collecting vital performance and availability metrics that are invaluable to businesses. An active monitoring approach allows identification of issues before they affect the end user. Support teams benefit from valuable time to resolve issues before end users are affected. In addition, eaglei provides a video of the user journey as a visual record of any relevant issues.

Rapid, Secure Deployment process

Eaglei's agentless methodology requires no code integration into core applications. Set up of a typical Eaglei monitoring involves:

- Automation of selected end-user journeys that utilise core organisational applications, such as accessing ERP applications
- Completion of testing 24/7 at 5 minute intervals, monitoring performance and availability of systems
- Results are delivered in a centralised, web-based GUI
- Managed Service that allows businesses to focus on value-add operations

About Us

Remasys develop and deliver software solutions that enable our customers to achieve success. Over two decades, Remasys has supported businesses in achieving their goals with our unique capabilities, all delivered by our expert Melbourne team as a managed service. Customers utilising Remasys solutions receive true operational flexibility, as our agentless systems architecture imposes no changes to a managed IT environment. At Remasys we understand that success is built on confidence in your systems – be sure.

Contact Us

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