



ManageEngine
Log360

CASE STUDY

HCL Technologies uses Log360 to solve log management challenges in thin clients

About the Organization

HCL Technologies Ltd., a subsidiary of HCL Enterprise, is a leading software services company. It was started in India in 1991 and has continuously grown to become a part of the Forbes Global 2000 list. It has offices in 39 countries across the globe, including the US, France, and Germany, with over 120,000 employees. It caters to the software service requirements of various fields including banking, healthcare, finance, automotive, aerospace, manufacturing, and telecom.

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Arvind Kumar,

IT Security In-charge, HCL Technologies, Noida

Challenges

HCL has a large employee count at their office in Noida, India. As a software company, HCL has a constant need for computers, which is directly reflected by its infrastructure spending. To cut down on spending, HCL started providing its employees with systems running on thin clients. However, managing logs from those thin clients turned out to be an issue. Thin clients have comparatively little storage, which limits the volume of data that can be saved in them. In HCL's case, the built-in memory for those thin clients was insufficient for storing the logs generated by them.

The Solution

The person in charge of IT security in HCL's Noida office, Arvind Kumar, learned about ManageEngine's SIEM solution, Log360, and decided to give it a try. Log360 doesn't require built-in drive space in any device that it collects logs from—instead, logs are transferred to a central repository, where they're parsed, indexed, and analyzed to create reports. This process of log collection convinced Kumar that Log360 was ideal for addressing the challenge his company was facing. When the trial period ended, he opted for the paid version of the product.

After using Log360 for a considerable amount of time, Kumar expressed his satisfaction with the product. He mentioned that Log360 and its sub-components were extremely helpful, particularly for audits. It helped his team sail through audit processes, which would have otherwise been cumbersome. In a visibly excited tone, he said "Log360 is a complete solution for all of the needs in events auditing! Subcomponents like EventLog Analyzer and ADAuditPlus are really helpful during reviews and audits." Kumar concluded, "I would surely recommend the same on to the other projects of HCL who are seeking to have a solution for such requirements."

Key Features of Log360

Log360 is a tightly-integrated SIEM solution combining the capabilities of five of ManageEngine's most powerful tools: ADAudit Plus, EventLog Analyzer, O365 Manager Plus, Exchange Reporter Plus, and Cloud Security Plus. Some of the important features that Log360 offers are:

- ✓ Monitoring and auditing for critical Active Directory changes in real time.
- ✓ Automatic collection, analysis, reporting, and archiving of logs from Windows and Linux/Unix machines, IIS and Apache web servers, SQL and Oracle databases, and perimeter security devices.
- ✓ Real-time reporting of critical events in Azure Active Directory, Exchange Online, and Microsoft Exchange Servers.
- ✓ A holistic view of activities happening in AWS and Azure cloud infrastructures.
- ✓ Real-time feeds from STIX/TAXII servers to protect networks from malicious IPs and URLs.

ManageEngine

ManageEngine delivers the real-time IT management tools that empower an IT team to meet an organization's need for real-time services and support. Worldwide, more than 60,000 established and emerging enterprises — including more than 60 percent of the Fortune 500 — rely on ManageEngine products to ensure the optimal performance of their critical IT infrastructure, including networks, servers, applications, desktops and more. ManageEngine is a division of Zoho Corp. with offices worldwide, including the United States, United Kingdom, India, Japan and China.

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Log360 is a champion in Software Reviews' Customer Experience Diamond for SIEM 2019

The Customer Experience Diamond, which assesses solutions based on feature satisfaction and vendor experience, ranks Log360 ahead of all other solutions in the SIEM market.

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