

Prioritize and Optimize Remediation and Patching based on Risk with Cherwell IT Service Management and Digital Defense's Frontline.Cloud™

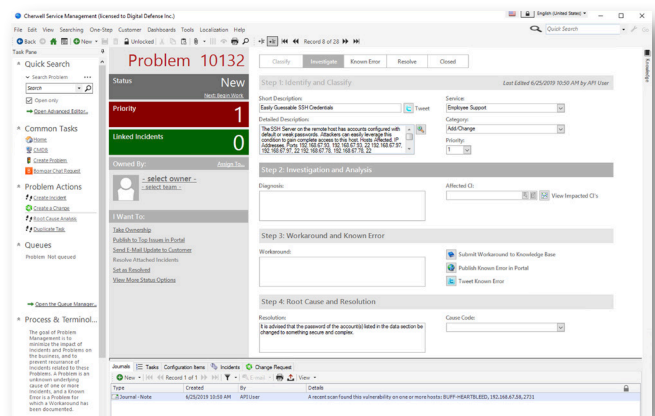
Your IT team, like many others, is struggling to keep up with escalating ticket volumes and the constant changes and security issues introduced into the business environment.

The Digital Defense Frontline.Cloud™ integration with Cherwell's ITSM (IT Service Management) automates tasks helping service desk teams meet the ever-growing list of demands including dashboards, reports, forms, and workflow automations enabling end-user self-sufficiency, faster and more effective ticket handling, plus greater visibility and accountability. Creating notifications as either "Problem" type tickets or "Incident" type tickets for Cherwell ITSM, Digital Defense's Frontline.Cloud provides industry-leading noise and false positive reduction, along with prioritized vulnerability and risk information based on business context.

INTEGRATED SOLUTION OVERVIEW

Cherwell ITSM provides a powerful and flexible IT Service Management (ITSM) platform for service desk teams that need to address security risks, and all other IT tickets, and move more quickly towards taking action. Cherwell ITSM offers the tools needed to adapt quickly and cost-effectively to new IT and business needs, while delivering extraordinary service to internal customers. The Frontline.Cloud and Cherwell ITSM integration automates the "Problem" and "Incident" tickets enabling your teams to find and fix vulnerabilities quickly, efficiently improving your overall security posture.

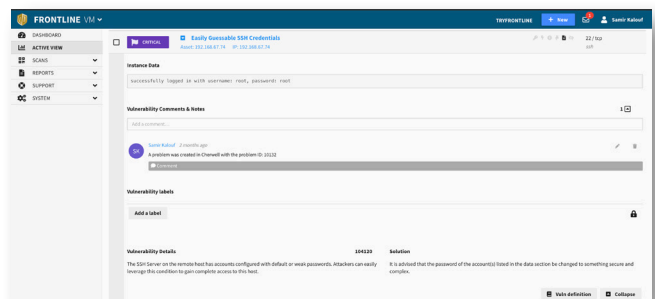
Frontline.Cloud helps security teams focus on identifying and prioritizing the most important assets to proactively harden against an attack without requiring agents. Utilizing Incident and Problem tickets generated by Cherwell ITSM plus with data from Frontline VM™ teams are equipped to find, fix and remediate vulnerabilities and risks and customize their reporting.



Vulnerability ticket in Cherwell Service Management

Customized configuration enables users to set up the integration of Incident or Problem tickets to suit their requirements. Including information in the ticket such as: vulnerability name, vulnerability details, and vulnerability remediation details. If a vulnerability is found again on a different host, it will update the pre-existing ticket in Cherwell ITSM in the form of a journal entry containing the host IP that the vulnerability was found on.

The bi-directional integration will also add a note in Frontline.Cloud linking to the problem or incident ID of the created ticket, aiding in closing the loop for security and network teams to protect and support business operations efficiently.



Vulnerability note in Frontline.Cloud

FRONTLINE.CLOUD

Digital Defense's Frontline.Cloud platform has been purpose-built to be deployed and operated in today's hybrid cloud enterprise environments. Frontline.Cloud is hosted on Amazon Web Services (AWS) and incorporates Digital Defense's patented and proprietary technology that supports multiple software security systems focused on proactively protecting business critical assets.

The Frontline.Cloud Software as a Service (SaaS) platform supports Frontline Vulnerability Manager™ (Frontline VM™), Frontline Web Application Scanning™ (Frontline WAS™), and Frontline Active Threat Sweep™ (Frontline ATS™) leveraging multiple patents that eliminate the deficiencies in similar solutions that are also traditionally based on hardware appliances.

Frontline.Cloud is the only solution on the market that can scale to operate on premise, in the cloud or in hybrid network-based implementations to fit the needs of organizations of any size, including even the largest financial, government, healthcare, retail and utility providers in the world.



SCAN

Quickly, comprehensively and accurately assess your network for vulnerabilities.



ANALYZE

Identify which assets are at risk and receive actionable intelligence.



SCORE

Benefit from a clear, easy-to-understand metric to determine your organization's security posture.



AUTOMATE

Seamlessly integrate Frontline vulnerability findings into your security workflow.

KEY BENEFITS OF CHERWELL ITSM

- Concurrent Session Licensing: Provide access to more users with a license model that enables any authorized person to access the software.
- ITIL Best Practices: Build a foundation to improve operational efficiency and deliver world-class service with a platform verified on 11 PinkVERIFY ITIL processes.
- Cherwell mApp Exchange: Save time and money with mergeable applications that allow you to merge content from other systems and programs into the Cherwell platform.
- Prebuilt reports and dashboards: Increase visibility across all ITSM processes by leveraging over 100 preconfigured reports.
- Third-party integration and orchestration: Ensure interoperability among systems, key data sources, and third-party products with Cherwell's low-code platform.

LEARN MORE

To learn more about the advantages of the Digital Defense, Inc. Frontline.Cloud app and Cherwell:

Sales can be reached at:
sales@digitaldefense.com

Technical support questions can be directed to:
integrations@digitaldefense.com

About Digital Defense, Inc.

Founded in 1999, Digital Defense, Inc. is an industry recognized provider of security assessment solutions. Digital Defense provides vulnerability and threat assessment Software-as-a-Service (SaaS) solutions and services purpose-built to operate in today's hybrid cloud enterprise environments. Digital Defense's proprietary platform, Frontline.Cloud, incorporates patented technologies and offers multiple software security systems focused on pro-actively hardening business critical assets from being compromised and breached. The Frontline.Cloud platform supports Frontline Vulnerability Manager™ (Frontline VM™), Frontline Web Application Scanning™ (Frontline WAS™), and Frontline Active Threat Sweep™ (Frontline ATS™) that provide agent-less discovery, vulnerability and threat assessment of dynamic assets, while eliminating manual processes and integrating with market-leading 3rd party security and IT offerings to eliminate gaps in visibility and enable faster remediation. Frontline.Cloud is the only solution in the market that is built to be scaled across any size organization and operate on premise, in the cloud or in hybrid network-based implementations.

About Cherwell

Cherwell (@Cherwell) empowers organizations to transform their business through the rapid adoption and easy management of digital services. Cherwell's adaptable platform has enabled thousands of organizations to modernize their business operations with customizable service management, automation, and reporting across the enterprise. For more information, visit: <https://www.cherwell.com>.