

Roadblocks and Solutions to Managing the Modern Enterprise Browser

The challenges you face managing modern enterprise IT technologies are not unique – they’re just new. Tools you’ve always used to manage Windows PC application environments are mature and have worked in organizations like yours in the past. But the IT world has changed. Today your mission-critical business applications run in a web browser instead of directly on the operating system. And they may be served from the cloud instead of your datacenter.

This new environment needs new solutions – browser management solutions, designed to give you the insights and control required to keep your business running smoothly. Browsium’s browser management suite is designed to help you manage the challenges unique to the modern enterprise. Our software suite has three modules which can be used independently or together to deliver a comprehensive management solution for the most mission-critical IT infrastructure in your organization.

Browsium solutions, designed specifically for today’s IT browser environments, are ideal for managing your modern enterprise, particularly in the areas of discovery/rationalization, migration/compatibility, and security/compliance. Get started by identifying your challenges in the table below, and map them to the corresponding Browsium solution(s). Then contact Browsium to learn more.

Modern Enterprise Browser Challenges and their Solutions

Discovery/Rationalization		
Challenge	Browsium Module	Functionality
<p>Web Application Inventory & Analytics</p> <p>Hundreds of line of business web applications are used in our organization, but we have no inventory of them and can't track who uses them.</p>	Proton	Proton provides a deep understanding of web applications, browsers, and add-ons, including their component dependencies and usage by user, machine, organization unit, and IP address range, for a complete picture across your IT environment.
<p>Browser Add-on Usage</p> <p>Many of our business applications depend on old versions of Java, but we have no way to identify which application uses which version to ensure the right version is being used for a given application.</p>	Proton	Proton tracks add-on usage and interdependences by add-on version and type. Pre-defined Java inventory and usage reports detail which versions of Java are installed on each client system and when and where those versions of Java are invoked.
<p>Browser Add-on Security</p> <p>Currently, we rely on old versions of Java for critical business applications. Our security team is concerned these old, vulnerable versions are being invoked by Internet sites we don't trust.</p>	Proton	Proton identifies which versions of Java are installed and associates them with specific web application use. Once this is done, unused versions of Java can be eliminated and vulnerable, legacy versions of Java can be "sand boxed" to improve security.
<p>Web Application Usage</p> <p>We are mandated to eliminate underutilized applications to reduce our IT footprint and we need a way to accurately evaluate web application usage and verify application requirements with each department. In addition, we are auditing application licensing and compliance and need accurate usage data for all applications.</p>	Proton	Proton provides up-to-date, granular data to identify web application usage down to the department/user level. These accurate usage statistics can be used to identify underused or overused applications for license rationalization. This increases IT efficiency, enhances compliance, and reduces IT maintenance tasks by reducing the organization's application footprint.
<p>Departmental Browser Usage</p> <p>As we plan our migration project, we need to ensure business-critical applications, prioritized by department, continue to operate efficiently.</p>	Proton	Proton identifies web application use by application, department, and user to facilitate communications with stake holders and continue/monitor efficient operations throughout the migration process.

Discovery/Rationalization (cont.)		
Challenge	Browsium Module	Functionality
<p>End User Browser Usage/Employee Productivity Our organization is noticing a drop in employee productivity. Because our employees have unrestricted Internet access, we'd like to understand the impact of recreational use like social media, online shopping, and other consumer services. Business unit managers routinely ask for these analytics.</p>	Proton	Proton provides granular usage data to monitor unauthorized use before it becomes a larger problem. This data can be used to help drive productive behavior and reduce web distractions among employees.
<p>IT Transformation Senior managers at our company have now been outfitted with shiny new iPads. The calls are coming into helpdesk with increased frequency as they try to access web applications that will only work on Windows PCs with Internet Explorer. We need an easy way to identify the applications these managers use before they attempt to use them on iPads. Then we can provide a clear list of those applications that will work on the iPad and plan workarounds and application upgrades for those that won't.</p>	Proton	Proton provides a deep understanding of critical web application requirements, including critical component requirements like Java and ActiveX controls which will not work on non-Windows systems. This knowledge gives IT the ability to plan application upgrades to provide cross-platform support, or provide users with alternative solutions like Citrix XenApp on the iPad.

Migration/Compatibility		
Challenge	Browsium Module	Functionality
<p>IE11 Migration We're beginning our migration to IE11, but are blocked by mission critical web applications that don't work properly in the new browser. Upgrading or replacing them is not feasible due to cost and time constraints.</p>	Proton Ion	<p>Proton inventories all web applications, browsers, and add-ons and presents data in a graphical dashboard. This granular data, with line-item detail, helps identify web application compatibility issues and facilitate migration.</p> <p>Ion unblocks migrations by enabling incompatible legacy IE-dependent line-of-business web applications to run in modern versions of Internet Explorer, such as IE11. Ion gives enterprise IT granular control of their browser environments, optimizing both legacy and modern web application compatibility and security.</p>

Migration/Compatibility (cont.)		
Challenge	Browsium Module	Functionality
<p>Application Remediation (Compatibility) We use an old version of Siebel CRM which works great in IE8, but it's failing constantly in IE11. We're planning an eventual move to a SaaS-based CRM but that will take years to implement. How can we migrate to IE11 today and keep using the CRM system, along with other mission-critical business applications our business relies on?</p>	Ion	Ion enables legacy IE-dependent line of business applications, such as Siebel CRM, to run in IE11, without rewriting applications or installing expensive and complex virtualization solutions.
<p>Multi-browser Compatibility Chrome has been added as a second browser to support certain modern web applications, but we rely on Internet Explorer for many legacy web applications, including those that utilize Java. How can we ensure our end users use the right browser for each application?</p>	Catalyst	Catalyst is a multi-browser web traffic manager for the enterprise, enabling IT to pair all web applications with the most compatible and secure browser. Catalyst rules, developed by IT, control browser usage by site or zone, with powerful regex matching for very granular control.
<p>Web Application Maintenance & Optimization Every month we're forced to patch our operating systems, browsers, and even Java. These patch cycles impact our web applications and pose a huge risk to our business. We can't maintain a clear picture of which web applications are used and likely to be affected by these patches. We need a tool that can give this visibility, help us prioritize our regression testing, and reduce the overall burden of monthly patches.</p>	Proton	You can't prioritize your patch cycle regression testing if you don't know what web applications are running and which are most critical. Proton provides a near real-time view of your web application environment, including use by application, add-on, version, department, and user. These analytics enable IT teams to make better business decisions ensuring mission-critical web applications run smoothly during frequent OS, browser, and Java patching cycles.
<p>Cloud Migration My organization has a mandate from the Board to migrate all of our datacenters to the cloud. We'd like to start with the applications that are lightly or rarely used to make sure we get everything right before the big migration. How do I identify these applications?</p>	Proton	Proton helps IT identify and prioritize applications ready for cloud migration by providing granular usage data – accelerating efforts to comply with cloud migration mandates.

Migration/Compatibility (cont.)

Challenge	Browsium Module	Functionality
<p>Shadow IT Management</p> <p>We know some business unit managers in my organization are signing up for SaaS applications from cloud service providers. Our department wants to provide adequate IT support if they have trouble, however, we don't know who's doing this, how many users are involved, or what technology needs they have. How can we track this shadow IT activity?</p>	Proton	Proton delivers comprehensive web application inventory which can be used to identify workloads already running in the cloud, outside of IT's control. This enables IT to understand application usage, technology requirements, and develop a support plan before the next patch or platform upgrade breaks a mission-critical SaaS application.
<p>Multi-Browser Management</p> <p>We've tried to standardize on Internet Explorer as our corporate browser, but end users routinely install and use other browsers like Chrome and Firefox. If we can't stop them, can we at least control which applications use which browser to ensure everything functions according to our testing?</p>	Catalyst	Catalyst is a multi-browser web traffic manager for the enterprise, enabling IT to pair all web applications with the most compatible and secure browser. End users no longer need to know which browser to use for each application. IT can control this centrally, avoiding helpdesk calls and maximizing end user productivity.
<p>Bring Your Own Device (BYOD)</p> <p>Employees are bringing in their own devices for work. These devices often run Chrome or Firefox. How can we support these users' multi-browser needs?</p>	Catalyst	Personal devices often come with a browser other than the once installed in your Enterprise. Catalyst enables secure and compatible use of a second browser, which is transparent to end users, by pairing each application with the best browser.
<p>Reduce Help Desk Calls</p> <p>The number of help desk calls related to broken web application compatibility have increased in our company. Is there a way to bring this number down?</p>	Ion Catalyst	<p>Ion gives IT the ability to granularly control the browser and maintain web application compatibility as technologies change.</p> <p>Catalyst enable employees to use more than one browser including Internet Explorer, Chrome, or Firefox. By transparently pairing each application with the most compatible browser, Catalyst prevents employees from running applications in an incompatible browser and then calling help desk for assistance.</p>

Migration/Compatibility (cont.)

Challenge	Browsium Module	Functionality
<p>IT Transformation</p> <p>Our IT department is chasing its tail keeping up with operating system, browser, and add-on upgrades. Is there a way to make this process easier so we can spend more time on value-added IT initiatives?</p>	Ion	Ion gives IT the ability to granularly control the browser and maintain application compatibility as technologies change. This saves time and money during migrations and upgrades which can be spent on value-added IT initiatives.

Security/Compliance

Challenge	Browsium Module	Functionality
<p>Java/ActiveX Management</p> <p>Our organization uses a variety of web applications that rely on different, and often quite old, versions of Java. How can we control which version of Java is used for each web application and still stay secure with the most current, patched version of Java as the default?</p>	Proton Ion	<p>Proton tracks Java and ActiveX version and usage details to identify risks. Instantly see if legacy versions are being used by websites outside of your control.</p> <p>Ion enables IT to manage multiple versions of Java on end user PCs. Older versions of Java can be isolated for use only by web applications you control, providing improved compatibility and security, as the current, most secure version is used by default.</p>
<p>Security Compliance Reporting</p> <p>My organization is responsible for reporting compliance data for my company. However, I have no visibility into the web applications, security settings, or cloud data transfers across our organization. What tools can help me do my job?</p>	Proton	Proton serves as a regulatory compliance and security reporting tool by validating effective security settings and displaying web application usage data for your intranet and the Internet at large.

Security/Compliance (cont.)

Challenge	Browsium Module	Functionality
<p>IT Security</p> <p>IT security is of paramount importance in my corporation, but web browsers are a gigantic blind spot for our organization. We have no visibility into what sites users visit or what vulnerable legacy technologies (such as Java versions and ActiveX Controls) are used on those sites.</p>	<p>Proton Ion</p>	<p>Proton reduces attack surfaces by enabling IT to correlate and manage web applications, browsers, and add-ons. It identifies unused applications and browser add-ons, such as older or unused versions of Java and ActiveX controls, enabling IT to reduce security exposure without guessing or impacting business productivity.</p> <p>Ion enables an organization-wide upgrade to a modern, secure browser. Use of legacy IE modes, settings, and add-ons can be contained to only websites under your control – all other sites are rendered with the most current, secure settings.</p>
<p>Shadow IT Detection</p> <p>Securing the IT systems my organization deploys and manages is hard enough. How can we secure the systems run in the cloud by business units who set up these servers with no IT involvement at all?</p>	<p>Proton</p>	<p>Proton provides a holistic picture of your browser-based environment, including unauthorized activities. This enables the detection and containment of unknown or unsupported web applications so IT can put proactive support plans in place, before a work stoppage or security crisis arises.</p>