

What did we have in place before and Why?	Install password. User had to log out, then login as local admin to install
What products did we look at? (Both what philosophies and what products) and why?	Only BeyondTrust. I was very interested in several of their other product lines and wanted the benefit of one vendor.
<b><u>Name</u></b>	<b><u>Beyond Trust</u></b>
Core Delivery	Kernel driver
Reporting	NO
Blacklisting/Whitelisting	NO <sup>1</sup>
Customers	1000+
Installed Machines	1.2M+
What influenced your decision?	
Once a decision was made, what did we think we were getting?	I was impressed with the fact that they created and sold to MS a GPO product that has become an MS bedrock. The ease of use of the “right-click” elevate feature sold me.
What did we REALLY get?	<p>We thought we would get a product that would:</p> <ul style="list-style-type: none"> <li>• Enable us to make all users standard users but allow for the following: <ul style="list-style-type: none"> <li>○ Provide the ability to automatically elevate specific third-party apps for installation (Java, Adobe)</li> <li>○ Provide the ability for users to install other applications without needing IT support</li> </ul> </li> <li>• Ease the installation process; users still called IT to request install credentials</li> <li>• Reduce the quantity of malware that managed to get installed on firm workstations.</li> </ul>
What did it take to get there?	Everything EXCEPT allowing for installation of third party apps
What did we learn along the way?	<ul style="list-style-type: none"> <li>• For the right-click elevate, an install on a single DC and then a small applet on each workstation</li> <li>• Each third-party application takes a separate policy: <ul style="list-style-type: none"> <li>○ BT comes with a policy library that allows for the basic apps, e.g., Adobe and Java upgrades</li> <li>○ These didn’t work out of the box and needed BT technicians to reconfigure</li> <li>○ After several update versions, these policies no longer worked</li> </ul> </li> </ul>

<sup>1</sup> At the time there was no feature for this. It may likely have changed now.

	<ul style="list-style-type: none"> <li>○ Policies are complicated; they are several methodologies to write exclusions</li> <li>○ The IT staff does not have the expertise to write these policies</li> <li>○ Apparently even for BT the specific policy required can be elusive</li> </ul>
<p>Has it met our expectations?</p>	<ul style="list-style-type: none"> <li>● Relying on users' discretion on what to install has resulted in an assortment of third-party installed applications on the desktops</li> <li>● It has been helpful to allow users to install applications when out of the office</li> <li>● Even with the desktop locked down we have had several instances of BHOs installing on the desktop; however, no major infections or viruses which caused us to re-image</li> <li>● We don't just rely on BT, we use A/V, BOTNet filtering via Cisco, EMET, OpenDNS for webfiltering</li> </ul>
<p>What do we do going forward</p>	<p>Partially. The right-click elevate is a wonder; but fully implementing third-party app installation has been onerous and problematic</p>
	<p>I am searching for another product to whitelist apps. Am reconsidering allowing users free discretion to install apps; however, with a majority of laptop users, and frequent travel overseas, I need to weigh restrictive scenarios carefully</p>