Integrating Micro Focus ArcSight Enterprise Security Manager into scalable, custom managed service offerings with Edge Technologies

About Edge Technologies

Edge Technologies transforms standalone tools and information by providing secure Single Sign-On (SSO) access, complete integration, and role-based visualizations that yield understanding and action. With pre-built integrations for over 120 BSM (Business Service Management), NMS (Network Management System), OSS (Operations Support System), and SIEM (Security Information and Event Management) tools from 60+ vendors, Edge is the only Micro Focus Technical Alliance partner providing cyber security visualization solutions for ArcSight ESM.

About Micro Focus

Micro Focus and HPE Software have joined to become one of the largest pure-play software companies in the world. Bringing together two leaders in the software industry, Micro Focus is uniquely positioned to help customers maximize existing software investments and embrace innovation in a world of hybrid IT—from mainframe to mobile to cloud.
We are a pure-play software company focused from the ground up on building, selling, and supporting software. This focus allows us to deliver on our mission to put customers at the center of innovation and deliver high-quality, enterprise-grade scalable software that our teams can be proud of. We help customers bridge the old and the new by maximizing the ROI on existing software investments and enabling innovation in the new hybrid model for enterprise IT.

Micro Focus Security ArcSight ESM is a comprehensive security information and event management solution that allows users to quickly identify, understand, and prioritize threats. Managed Service Providers (MSPs) and Managed Security Service Providers (MSSPs) recognize the value of incorporating this rich source of information into their service offerings.

In some cases, however, there is a need to control and restrict the amount and types of information that is presented to the managed service customer. Additionally, the service delivery may entail incorporating information that is supplied by other third-party applications or data sources. For example, if the service provider has already invested in Micro Focus Service Manager, ServiceNow, or Splunk, there may be a need to integrate those applications into the service deliverable.

Leveraging the ESM Report Service API, along with their own pre-built library of over 120 product integrations, Edge Technologies has worked closely with Micro Focus and our mutual customers to re-imagine how ArcSight ESM data is presented and to facilitate the integration of ArcSight ESM-provided information in-context with views and data from third-party applications.

This collaboration has yielded several powerful capabilities and benefits:

- Fast, fully-authenticated, Single Sign-On access to ArcSight ESM and third-party applications
- Control over which specific elements of the ArcSight ESM native UI are presented to the managed service customer
- New, intuitive, actionable custom visualizations of ArcSight ESM data
- ArcSight ESM-driven views can be seamlessly combined with information from third-party tools and data sources
- Role-based dashboards and workflow for desktop
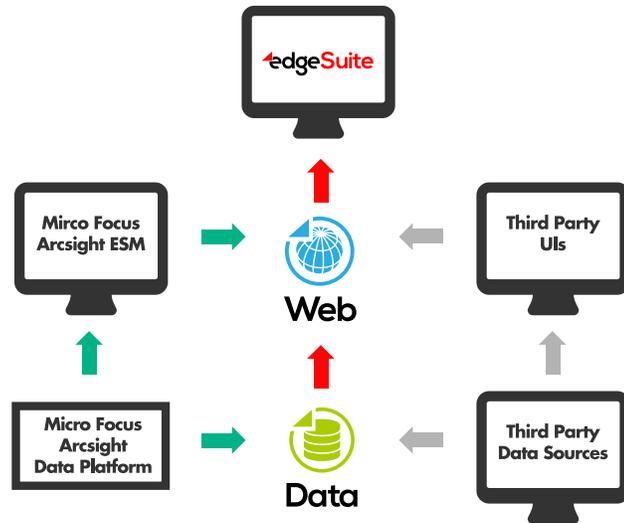
Edge Technologies' edgeSuite seamlessly integrates ArcSight ESM with third-party tools and data

The integration of ArcSight ESM native UI views with data-driven all new visualizations, combined with third-party information, allows the service provider to deliver secure, multi-tenant access to only the information the customer needs to see, the way they want to see it.
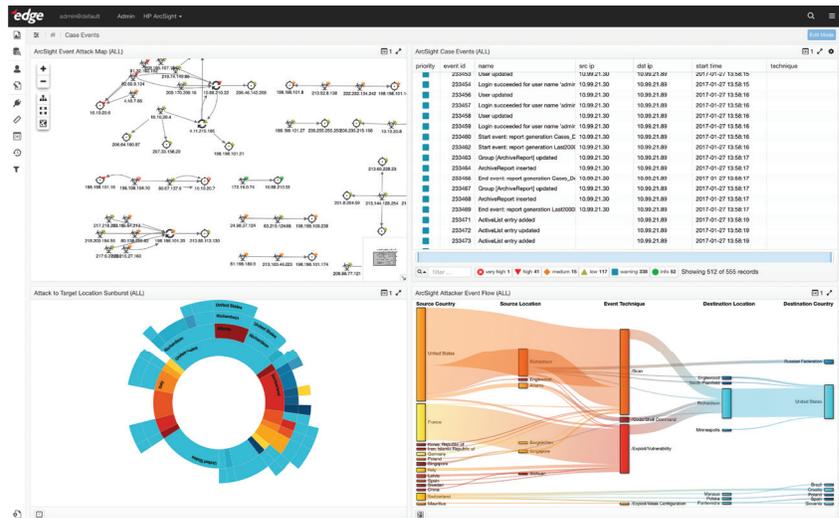
Use Case 1

A Managed Security Service Provider had an internally-developed customer portal. In order to deliver differentiating services and meet the evolving needs of their customers, the portal required dedicated planning, development, and support resources. The time and costs were much greater than anticipated and they were still unable to meet the needs and expectations of their customers.

- Edge replaced the failing portal with a proven, scalable platform used by leading global service providers worldwide
- Pre-built integration modules allowed the MSSP to rapidly unify their management applications including ArcSight ESM
- Overall costs were dramatically reduced
- The flexibility of the Edge platform allows for faster delivery of new and custom services and ultimately has yielded greatly improved customer satisfaction

Use Case 2

A service provider wanted to integrate information from ArcSight ESM, ServiceNow, and an internally developed RDBMS to develop and deliver a new service offering. They had a specific requirement to limit and modify how ArcSight ESM-provided information was presented to the users of the system.

- The Edge solution is used to limit and control which portions of the ArcSight ESM native UI are exposed to end users
- By connecting to the ESM Report Service API, the Edge system extracts data from existing ArcSight ESM reports and provides visualizations based on those existing datasets
- Limiting and modifying what the users see has greatly reduced unnecessary questions, confusion and correspondence with the support staff
- The service provider now has the flexibility to integrate ArcSight ESM, ServiceNow, their RDBMS, and any new applications they chose to invest in

ArcSight ESM API-driven custom visualizations, dashboards, and themes for desktop and mobile users

Use Case 3

An ArcSight ESM customer needed to customize the visualization of information coming from ArcSight ESM to create role-based views

- Within the Edge system, HTML-based content is manipulated and modified in real-time for user presentation without the need to modify the ArcSight ESM UI
- A graphical interface for connecting to ArcSight ESM (or third-party) APIs is combined with a gallery of pre-built "widgets" to create all new visualizations driven by ArcSight ESM data
- The Edge architecture allows for the incorporating of HTML5-based visualizations from third-party libraries
- ArcSight ESM information is combined in-context with third-party information to create custom dashboards and more efficient workflow