833.895.3783
info@tylertech.com
tylertech.com

Cybersecurity: User Monitoring and Response For Enterprise ERP

DIRECT INTEGRATION

Direct integration with Enterprise ERP program and authentication logs

ENHANCED ANALYTICS

Enhanced analytics identifying suspicious user behavior

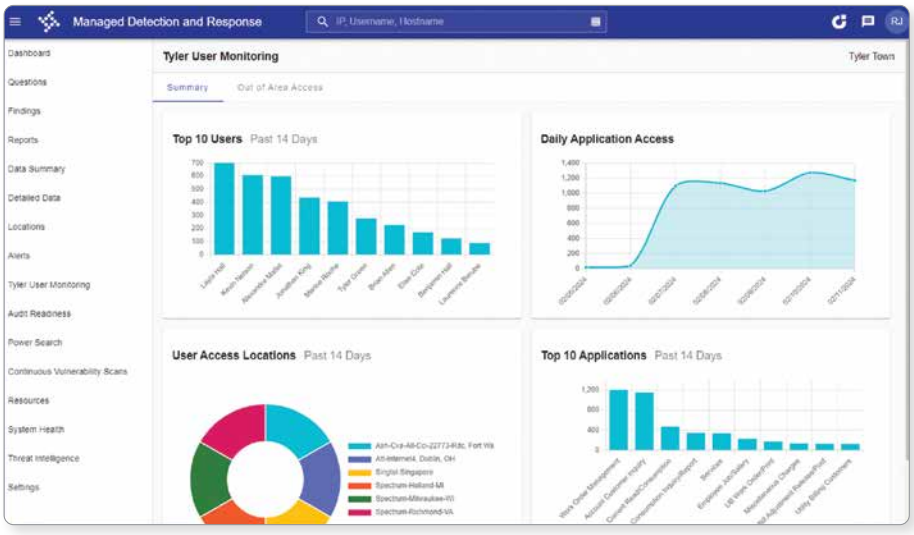
24/7/365 ALERTS

24/7/365 alerts from Tyler's Cybersecurity Services analysts

IDENTIFY AND RESPOND TO SUSPICIOUS ENTERPRISE ERP ACTIVITY

Tyler's User Monitoring and Response offers enhanced insights and increased awareness of potential suspicious Enterprise ERP application activity.

Deployed standalone or as part of Tyler's Cybersecurity Managed Detection & Response, User Monitoring and Response identifies suspicious login activity within Enterprise ERP and empowers clients to actively drill down from point of login to uncover what was accessed throughout the application and by whom.



Tyler's User Monitoring and Response provides enhanced analytics identifying suspicious user behavior within Enterprise ERP.

ENTERPRISE ERP MONITORING AND ALERTS

User Monitoring and Response has a direct integration with Enterprise ERP program activity logs to monitor and issue alerts of possible suspicious activity, including:

- Role-based access control changes/escalation of privileges
- Unsusual events for non-workflow mitigated events, such as mass updates and deletion of data
- Payroll/HR changes, such as deletion of payroll and duplicate check runs
- Financials updates, such as mass account updates
- System administration changes
- Additional custom user behaviors

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USER MONITORING AND RESPONSE

User authentication and program activity from Enterprise ERP is collected and monitored 24/7/365. Features include:

- Real-time alerting for:
  - International logins
  - Out-of-region logins
  - Public cloud logins
  - User-accessed modules within Enterprise ERP
  - Behavioral analytics alerts for abnormal user activity
  - Concurrent geographical and anomalous login times alerts
  - Custom alerts
- Serverless deployment for SaaS clients. (No additional servers are required for on-premises clients.)

24/7/365 MONITORING AND RESPONSE

Tyler's User Monitoring and Response solution provides valuable insights by combining the logs from authentication and program activity. This extends the value of typical authentication solution monitoring. Logs are brought to life through enhanced analytics, real-time alerts.

When suspicious activity is identified, Tyler's Cybersecurity Services 24/7/365 analysts respond immediately via text, email, or phone. Access activity can be viewed directly in client reports or in real-time via a secure, dedicated client portal.

To provide powerful insight into suspicous activity User Monitoring and Response:

- **Detects brute force/password spraying attacks** and provides transparency and customization of what is blocked. Logs are actively reviewed, and client alerts are generated.
- **Generates alerts for malicious attempts from large-scale/macro attacks** and will disable medium criticality login attempts by contacting the client via phone and email.
- **Provides enhanced log access.** Review the translated logs in the portal, search using a power-search feature, and review login sources on the map.
- **Provides 12 months of access/log retention.** Keeps all authentication logs, not just alerted events, for 12 months, which conforms to common compliance standards such as PCI, CJIS, NIST, CIS, and more.
- **Provides Security Incident and Event Management (SIEM)** for query and review of logs, custom alerting, and retention of logs to adhere to compliance frameworks.