

# Security from the Inside

Detect, Record, and Eliminate Malicious User Behavior

- ❑ Intelligent session mining
- ❑ Live screen recording & playback
- ❑ Automatically allow or block any activity
- ❑ Real-time user activity tracking
- ❑ Rule-based risk analysis
- ❑ Automated alerts
- ❑ Time and productivity analysis
- ❑ Robust cloud or on-premise deployment

## What problems do we solve?



### Insider Threat Detection and Prevention

Teramind uses an intelligent, lightweight agent to collect and react to users' activity in real-time. Configure Teramind to automatically raise an alert, block an action, or lock out a user for any observable behavior. Stop emails from being sent, block uploads to certain websites, get alerted when a user chats with a specific counter party, and much more.



### Privileged User Monitoring

Deploy Teramind to track and protect from remote vendors and privileged users. Allow admins to login only during permitted hours or allow them to login only when you approve an exception request. Use Teramind to prevent administrators from writing to certain files, installing new software, and more despite having special privileges.



### Session Recording

Whether for compliance or paper trail - our session recording capability is second-to-none. Teramind records a live desktop stream which resembles a video of the session. We support standalone machines, RDS, and Citrix environments.



### Intelligent Session Mining

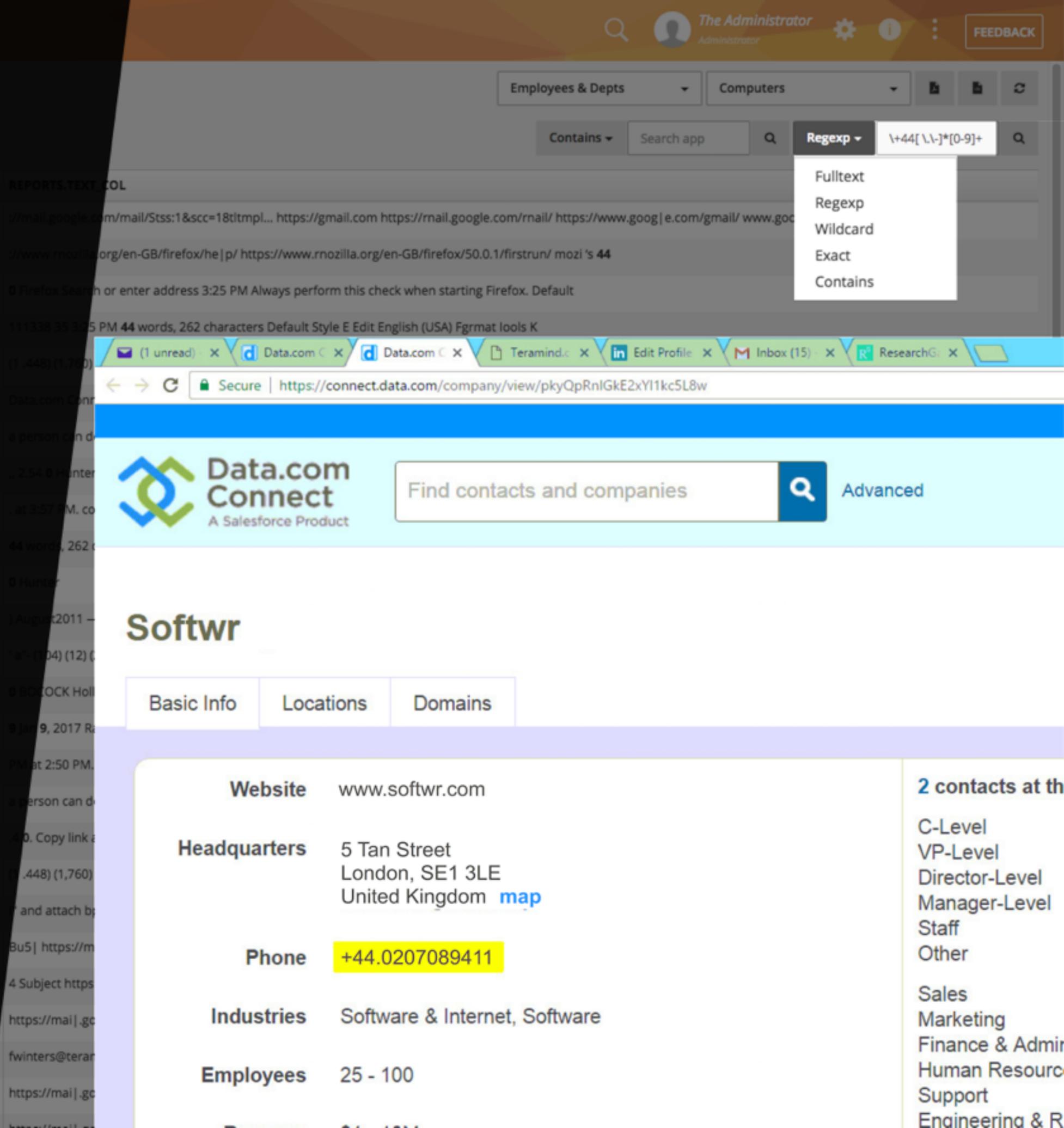
Use Teramind to index any text that users see on their screens. Our technology allows for real-time parsing and indexing of text that appears in any application, including remote desktops and images. Search to see which users viewed sensitive text by rapid full-string search or by regular expression. Find out which users saw text that matches a competitor, a credit-card number pattern, or any other text that's sensitive in your organization. Build alerts and allow Teramind to react to those occurrences automatically.

# Intelligent Session Mining

- ✓ Teramind indexes all text that appears on the screen, even in images, remote desktops, and Java applications
- ✓ Robust search capabilities let you find users that saw text on their screen, and recall desktop videos & screenshots of those occurrences
- ✓ Search by exact string, wildcard, or regular expression
- ✓ Build rules that take action when certain text appears on the screen, such as blurring the text in the recordings, shutting down the application, notifying or locking out the user.

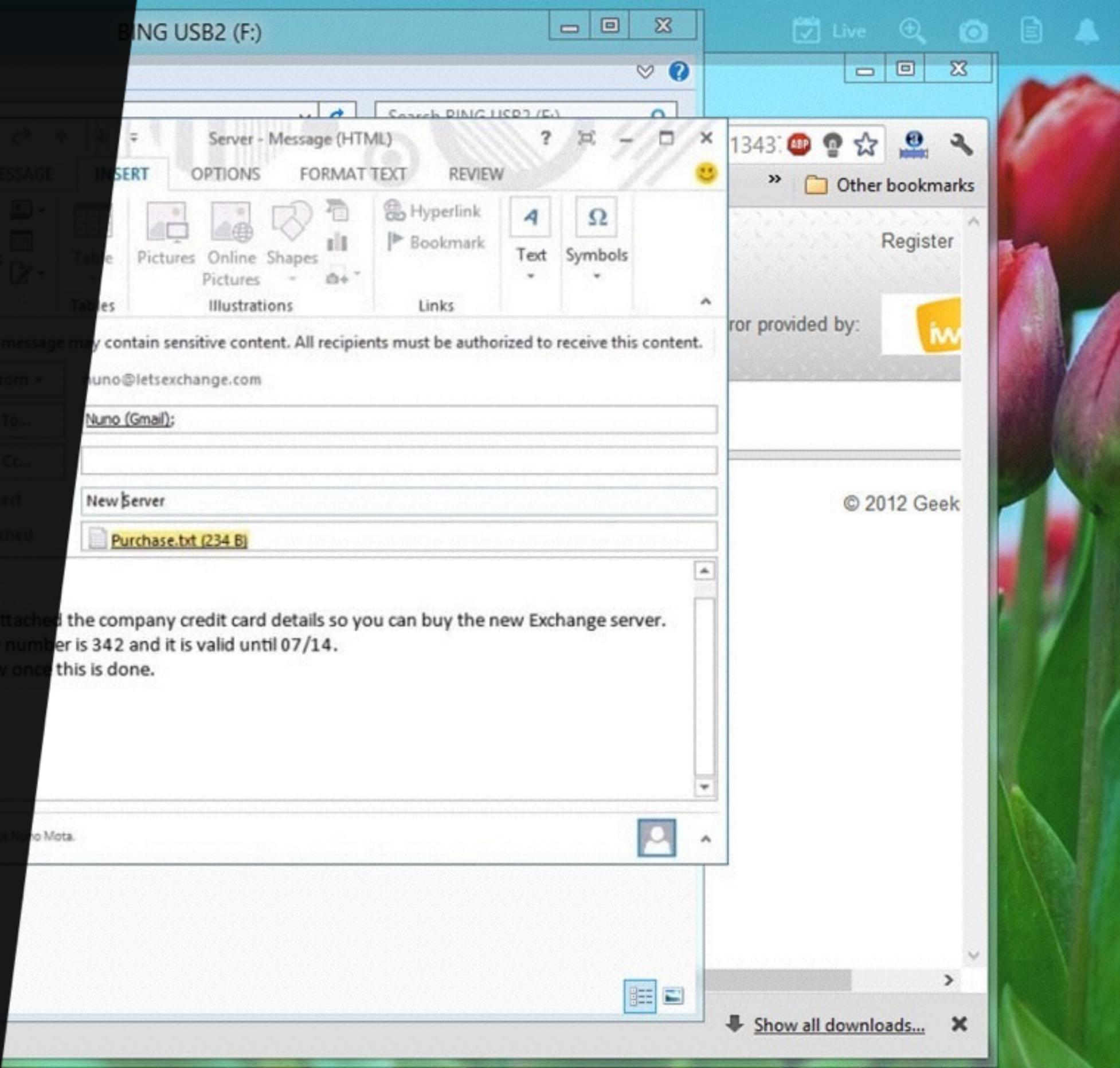
### Example use-cases:

- Alert when users see a full credit card number on the screen
- Count how many times a user saw a sensitive record
- Build behavior rules into applications that are not parseable



## Visual Screen Recording

- ✓ Real-time streaming of user activity through the Teramind dashboard
- ✓ Video playbacks can be accessed and viewed by an administrator from a variety of platforms, including smartphones and tablets
- ✓ Administrative ability to interact and take control of a user's desktop in a potential breach situation
- ✓ Extensive history logs allow past recordings to be searched and retrieved in seconds
- ✓ Recorded files can be exported and downloaded as AVIs



## Privacy Protection

Teramind understands the need to protect user privacy and comply with local monitoring laws. Use our tracking profile capability to bucket users into detailed monitoring profiles.

Enable or disable any monitoring feature, based on any criteria, for example:

By website: If the user is accessing their personal bank, stop keystroke and screen recording.

By application: Do not capture screen nor keystrokes when the user is in Skype.

By day and time: Monitor only during work hours.

In addition, you can ask Teramind to issue a license key with monitoring features deliberately and permanently disabled.

KEYSTROKES	TIME	APP	EMPLOYEE
	10:00		Virginia Smith
	9:57		Penny Amundson
			Cordie Anstine
			Kieth Rohlring
	9:49		Tobias Hamby
			Penny Amundson
	9:26		Cordie Anstine
	9:11		Tobias Hamby
	9:07		Penny Amundson
	8:51		Cordie Anstine
	8:49		Virginia Smith
	8:37		Penny Amundson
	8:26		Cordie Anstine
	8:11		Kieth Rohlring

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HIDE SYMBOLS

LOG AGGREGATED

### KEYSTROKES

<i>We're building a bigger battery to store the energy we generate from the river, but...</i>
<i>This provision may not always be fulfilled, since by placing the zinc in electrical contact...</i>
<i>Good morning, John. Let me inform you, that our work is almost done. The classified doc is attached.</i>
<i>Hi, how are you?</i>
<i>Dear John Doe, for a pity, I can'r provide You with info, you asked for...</i>
<i>Since the heat of combustion of a hydrocarbon is equal to the heat of combustion of the carbon ...</i>
<i>Business Processes</i>
<i>http://facebook.com</i>
<i>He had a secret weapon, but I don't know what it was, she said quickly.</i>
<i>Let's meet and discuss this opportunity.</i>
<i>John Doe photo</i>
<i>Last accident happened yesterday.</i>
<i>I know you have a secret and made deals with the Dark One.</i>
<i>\$240,604,23.12 spent for project A</i>

Apr 1, 2015 - Apr 7, 2015 >

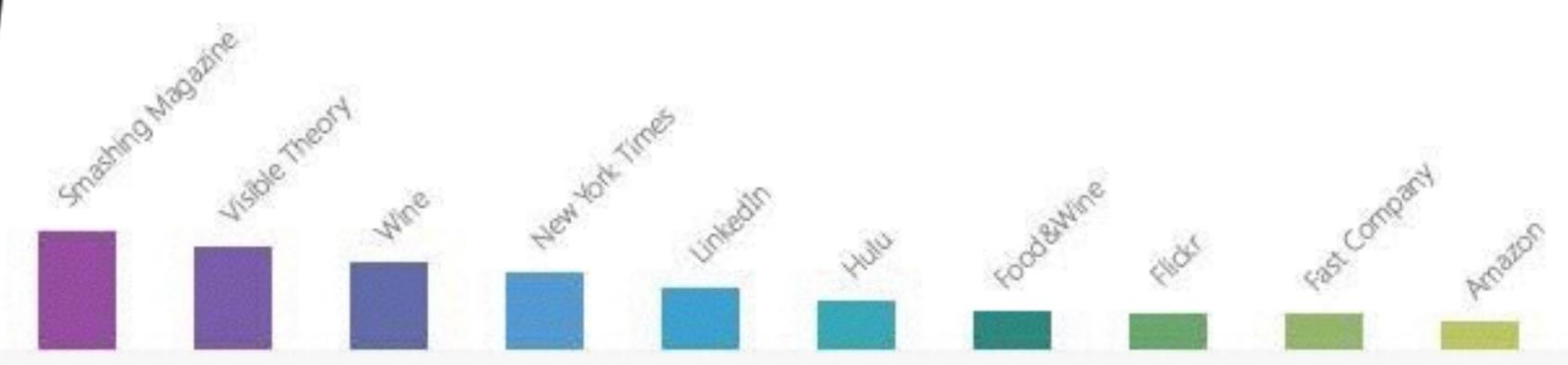
# User Activity Tracking

- Incoming & outgoing e-mails
- File transfer & removable media insertion
- Applications running
- Websites visited
- Keystrokes
- Chats
- Search engine queries
- Printed documents

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LOG | **AGGREGATED** | BREAKDOWN

57% Overall Prod. | 11:26 Overall time



TIME	TYPE	ACTIVITY	EMPLOYEE	TIME SPENT
April, 7				
14:15	🔗	thehiddenwiki.org	Virginia Smith	1:00:18
14:07	📄	amazon.com	Penny Amundson	0:10:11
13:53	📄	flickr.com	Cordie Anstine	0:23:05
13:34	📄	nyt.com	Kieth Rohlfing	1:04:24
13:21	📄	99designs.com	Tobias Hamby	0:08:36
12:17	📄	nyt.com	Tobias Hamby	0:48:52
12:03	📄	youtube.com	Penny Amundson	2:12:15

## Prevention and Notification

Define custom actions for unwanted or high risk behavior.

Create simple or complex rules based on anything that Teramind monitors. For example:

- ✓ If a user tries to send an e-mail to your@competitor.com, block the e-mail
- ✓ Lock out the user when they try to copy a file from \PRIVATE\ to a USB drive
- ✓ Limit Facebook use to 15 minutes a day, then block
- ✓ Prevent remote vendors from logging in off-hours, or launching a program unrelated to their work

The screenshot displays the Teramind software interface. On the right, a 'NEW NOTIFICATIONS' panel is open, listing several alerts:

- Bianca Pratt** (Project Manager) visited facebook.com today at 11:06.
- Meagan Rosales** (Junior Business Analyst) sent an e-mail containing the word "confidential" yesterday at 17:13.
- Penny Amundson** (Marketing expert) is idle more than 2 hours yesterday at 15:56.
- Tobias Hamby** (Senior Backend Developer) tried to launch "World of Warcraft" yesterday at 10:37.

At the bottom of the notification panel is a button labeled 'VIEW ALL NOTIFICATIONS'. In the background, a bar chart shows activity for categories like 'Smashing Magazine', 'Visible Theory', 'Wine', and 'New York'. Below the chart, a table lists user activity records:

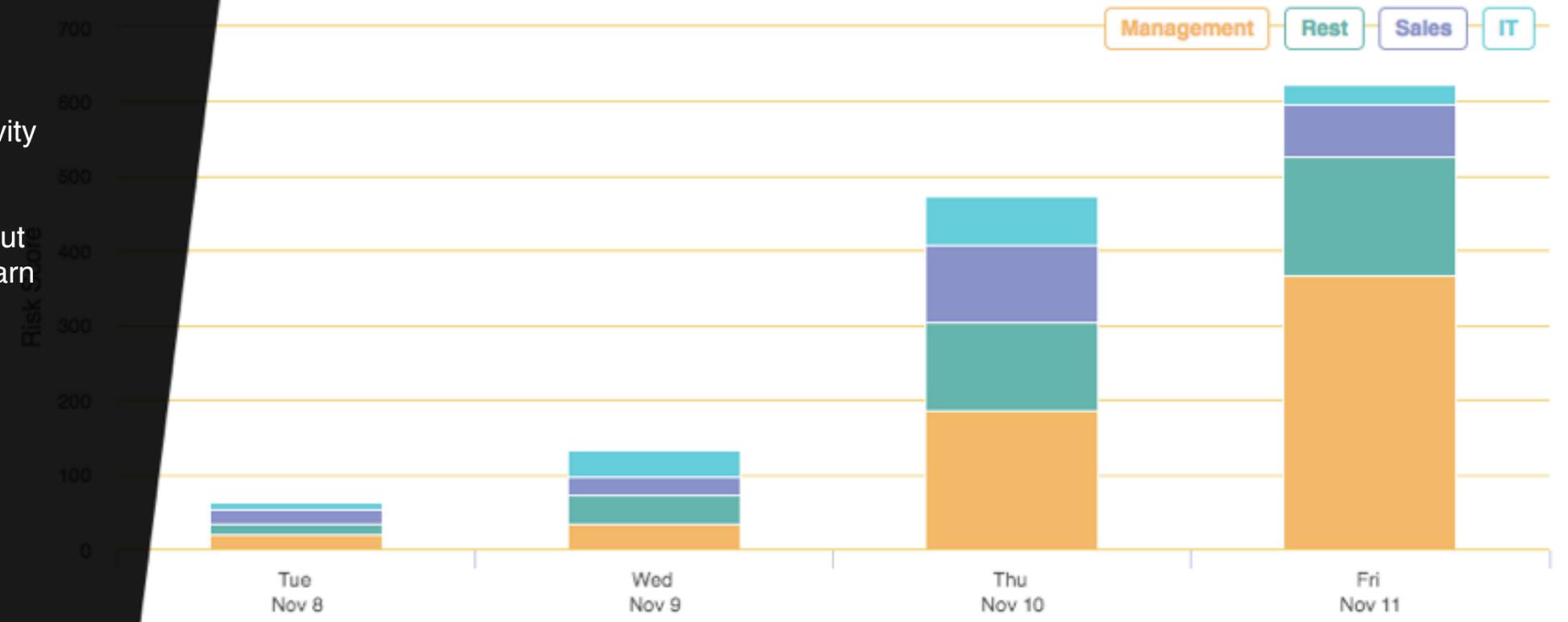
Time	Website	User	Duration	Icon
14:15	thehiddenwiki.org	Virginia Smith	1:00:18	📺
14:07	amazon.com	Penny Amundson	0:10:11	📺
13:53	flickr.com	Cordie Anstine	0:23:05	📺
13:34	nyt.com	Kieth Rohlifing	1:04:24	📺
13:21	99designs.com	Tobias Hamby	0:08:36	📺
12:17	nyt.com	Tobias Hamby	0:48:52	📺
12:03	youtube.com	Penny Amundson	2:12:15	📺

## Rule-Based Risk Analysis

- ✓ Risk exposure snapshot of an entire organization
- ✓ Rules can be defined for any observable activity & set to proactively block any behavior
- ✓ A reaction could be to block the action, lock out the user, notify the administrator, or simply warn the user and educate them to follow your organization's policy.
- ✓ Risk levels can be assigned to each rule and risk scores by department, by user, or by rule level

### VIOLATIONS BY DATE

Daily ▾
By Department ▾
Risk Score ▾



### RISKY USERS

16 USERS 16 NEW 0 DROPPED

EMPLOYEE	CHANGE	RISK SCORE ▾
<b>Leo Gross</b> Office Manager	NEW	224
Moderate Looking for a job		91%
High Default: Upload file to web		4%
Low Default: 15+ mins on social media		2%
Other		1%

### RISKY RULES

RULE VIOLATED

#### Looking for a job

- Leo Gross
- Debbie Kramer
- Dave Sprinkles
- Other

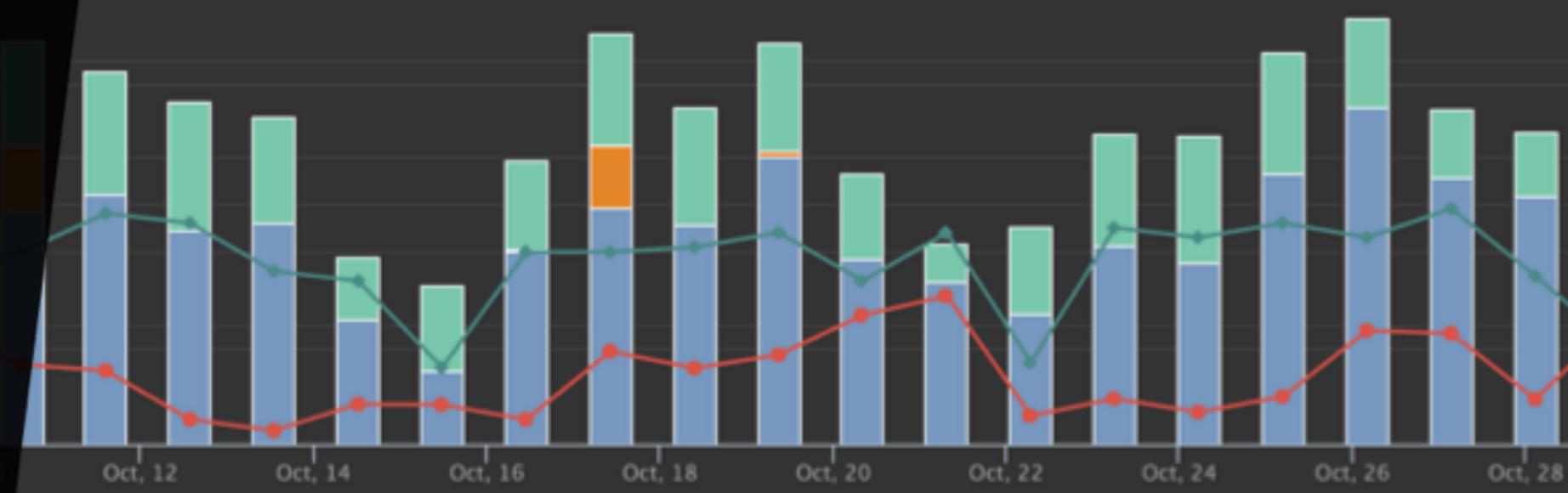
**Default: Upload file to web**

3280 hrs Worked 598 hrs Unproductive 1718 hrs Available 756 hrs

208 hrs Unclassified 71% Activity \$59,040.00 Wage

# Productivity Analysis

- ✓ See who's performing and who's not, based on your metrics, or built-in statistics gathered from monitoring.
- ✓ Generate productivity reports for users or departments. See what hours your employees are most productive.
- ✓ Optimize your payroll expenditure for maximum output



Name	Work time	Idle
Sally Jones	211:39	6:13
Frank Parker	206:14	9:00
Jordana Fox	196:56	0:11
Anna Williams	178:14	0:00
Tristan Long	168:46	12:47
...	167:57	14:12
...	140:35	7:22

Productive	Unproductive	Activity ?	Breakdown	Rate	Total
169:06	0:00	40%		\$4.00	\$846.65
174:07	0:00	24%		\$3.00	\$618.72
4:47	0:00	74%		\$6.00	\$1,181.6
16:39	0:00	89%		\$2.00	\$356.47
94:04	0:00	38%		\$14.00	\$2,362.7
73:21	0:06	32%		\$5.00	\$839.81
92:22	0:49	28%		\$6.00	\$843.50

## Deploy Teramind Anywhere

### In Your Data Center

The Teramind server is an all-inclusive Virtual Appliance that can be deployed to your existing VMWare, Hyper-V, or Xen environment. No other licenses are required to run the server.

A single, adequately spec'd server can handle above 2,000 concurrent sessions

Scale up by running multiple servers in parallel

### In Your Private Cloud

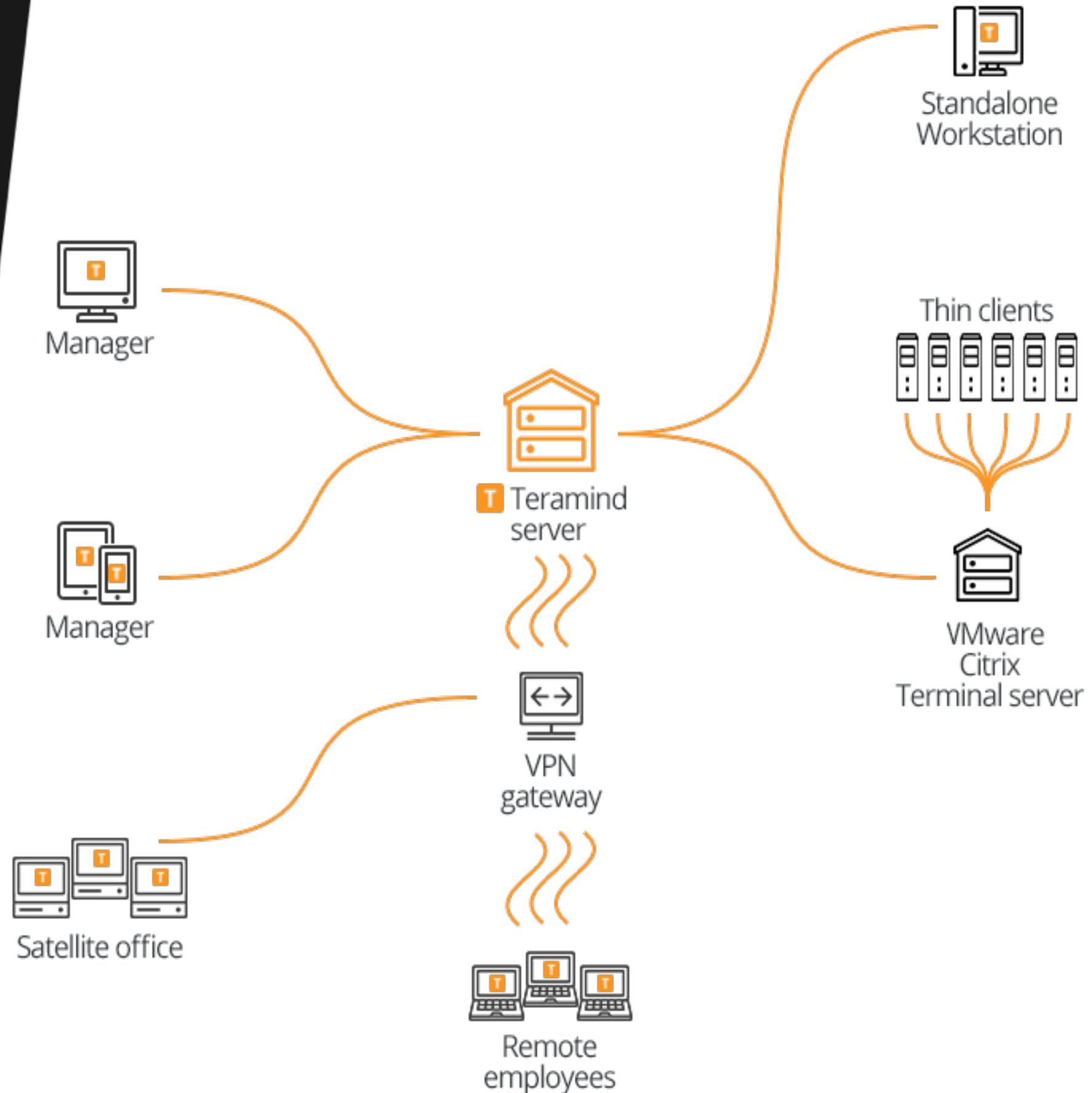
Run Teramind directly in your AWS account

Leverage Amazon's legendary scalability and redundancy framework

### On Our Hosted Solution

Get started in minutes. No server installation nor maintenance required. Simply install the agents and you're ready to go.

Leave scaling to us. The Teramind Cloud can scale without bounds.



## Technical Specifications: Server

Architecture: Self-contained, Linux-based virtual appliance that runs on VMWare, Hyper-V, or Xen.

Storage: Approx. 1gb per 160 hours of data and screen at full-quality and color, or 350 hours of black & white and 70% scale

Bandwidth: Average 10kbps upstream (agent to server), depending on user activity level, and number of screens.

Load:

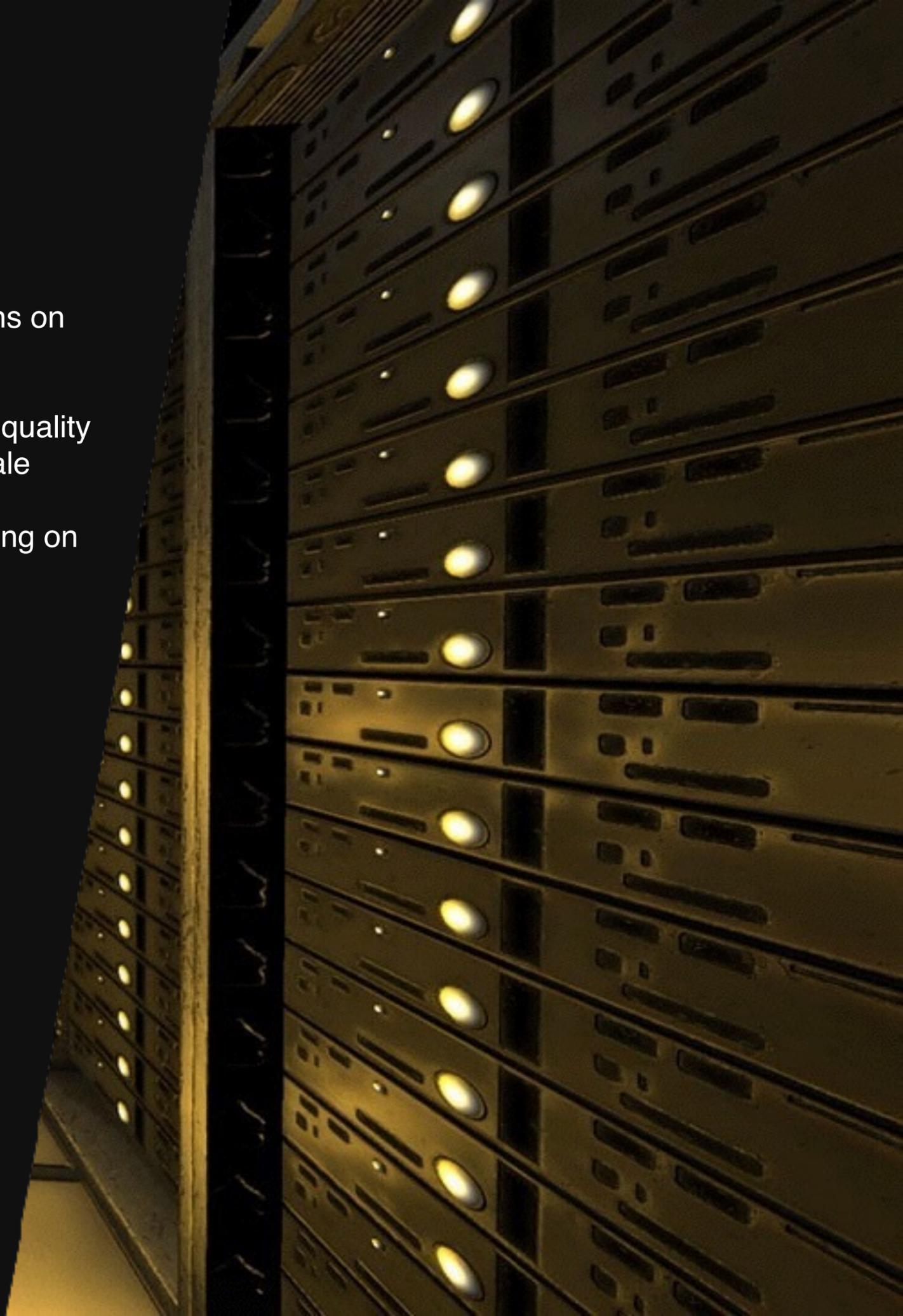
- Up to 500 concurrent users: 4 cores, 8gb
- 1000 concurrent users: 6 cores, 12gb
- 2000 concurrent users: 12 cores, 16gb

Dashboard: Web-based, mobile-friendly

Updates: Single file released periodically gets uploaded to the dashboard via browser.

Integrations:

- Export data to your SIEM via syslog
- LDAP
- Published REST-based API



## Technical Specifications: Agent

- Supported Platforms:
- Windows 7 (32-bit / 64-bit)
  - Windows 8 (32-bit / 64-bit)
  - Windows 10 (32-bit / 64-bit)
  - Windows Server 2008 and 2008 R2
  - Windows Server 2012 and 2012 R2
- Sessions:
- Stand-alone
  - Citrix
  - RDS
- Load:
- Approx. 30mb memory and 1-3% CPU, depending on user activity
- Visibility:
- Hidden or revealed agents available
- Deployment:
- Manual installation (.msi)
  - Group policy
  - Remote installation
  - Silent install option
- Connectivity:
- Consumes an average of 10kbps upstream to the Teramind server, based on user activity and number of screens
  - Saves data locally when disconnected
- 

# Some of our Customers



**TOYOTA**



*Holiday Inn*<sup>®</sup>



**BEA 東亞銀行**

**BAYLIS & HARDING**  
E N G L A N D

# About **Teramind**

Teramind provides a user-centric security approach to monitor employee behavior. Our software streamlines employee data collection in order to identify suspicious activity, detect possible threats, monitor employee efficiency, and ensure industry compliance. We help reduce security incidents by providing real-time access to user activities by offering alerts, warnings, redirects and user lock-outs to keep your business running as efficiently and secure as possible. Teramind provides both cloud-based and on-premise deployment options to meet your organization's requirements.