SOLUTION BRIEF

Absolute Application Health

Application Health Monitoring for Security, Business, and Productivity Apps

In today's work-from-anywhere environment, IT and security practitioners are expected to balance end user experience with enforcing security policies to maintain an organization's security posture. Despite the inconsistency in visibility across a largely remote device population, uninterrupted access to business, productivity, file sharing, communications, Web conferencing, and other critical applications is expected for end users to remain productive. Conversely, it is also critical for practitioners to ensure security applications are functioning to protect the corporate network from external cyberthreats. The adoption of a plethora of different application types has added complexity to endpoint environments, with an average of 67 applications being present on an enterprise device.[1] Despite the investment however, applications fail for a variety of reasons. This leads to increased costs and inefficiencies for organizations and a weakened security posture.

[1] Absolute 2023 Resilience Index: A False Sense of Security Imperils Digital Enterprises

Increasing Software Decay in the Anywhere Work Environment

Typical pain points IT and security teams face in gaining visibility into application efficacy include:

- Applications routinely fail on endpoints due to:
  - The application not being installed or being incorrectly installed after a device reimage or as a result of a malfunctioning endpoint management tool.
  - Critical application files being corrupted while new applications are installed or updated on a device.
  - An end user negligently disabling or uninstalling an application that was provisioned or certified by the IT team.
  - A threat actor disabling key security, data backup, diagnostics, and/or communication applications as part of their cyberattack.
- General lack of visibility into granular application failure reasons on individual devices to aid in the remediation of the application.
- Inability to track the spread of installed application versions across a fleet of remote endpoints.

The Need for Holistic Application Health Monitoring

As a result, practitioners require the means to monitor the health of applications being used across their device fleet for business, productivity, and security purposes. Furthermore, to truly verify whether an application is healthy, it is necessary to assess a variety of factors related to how the application is installed, configured, and running on devices. Specifically, this involves the following:

- **Installation health** – whether the application has been installed on the device correctly. This includes details such as if application directories and files are present on the device and executable files are signed appropriately.
- **Running state health** – whether agent-based applications are running on the device correctly. This includes details such as whether the application's core agent and services/processes are running on the device.
- **Configuration health** – if the application has been configured on the device correctly. Factors that constitute configuration health will vary depending on the type of application. For an anti-malware or endpoint protection product, for example, this may include whether real-time threat protection is active.

Customers with eligible Absolute Resilience licenses[2] can take advantage of this capability to monitor application health of a far broader range of applications than what they have been used to from leveraging Absolute Application Resilience™. Absolute Application Health provides health monitoring support for over 2,000 Windows and Mac applications in total and enables practitioners to obtain granular reasons for when an application fails on individual devices. IT teams can subsequently use this information to execute remediation actions, using their existing endpoint management tools to bring the application back to a state of efficacy. This helps maintain end user productivity and strengthens an organization’s security posture.

In comparison, Absolute Application Resilience offers advanced capabilities for a selected group of mission-critical security applications listed in the **Absolute Application Resilience catalog**. For those applications, customers can not only monitor application health but also automatically repair and/or re-install unhealthy applications to restore them to healthy operations to ensure business continuity and resiliency.

Key Capabilities

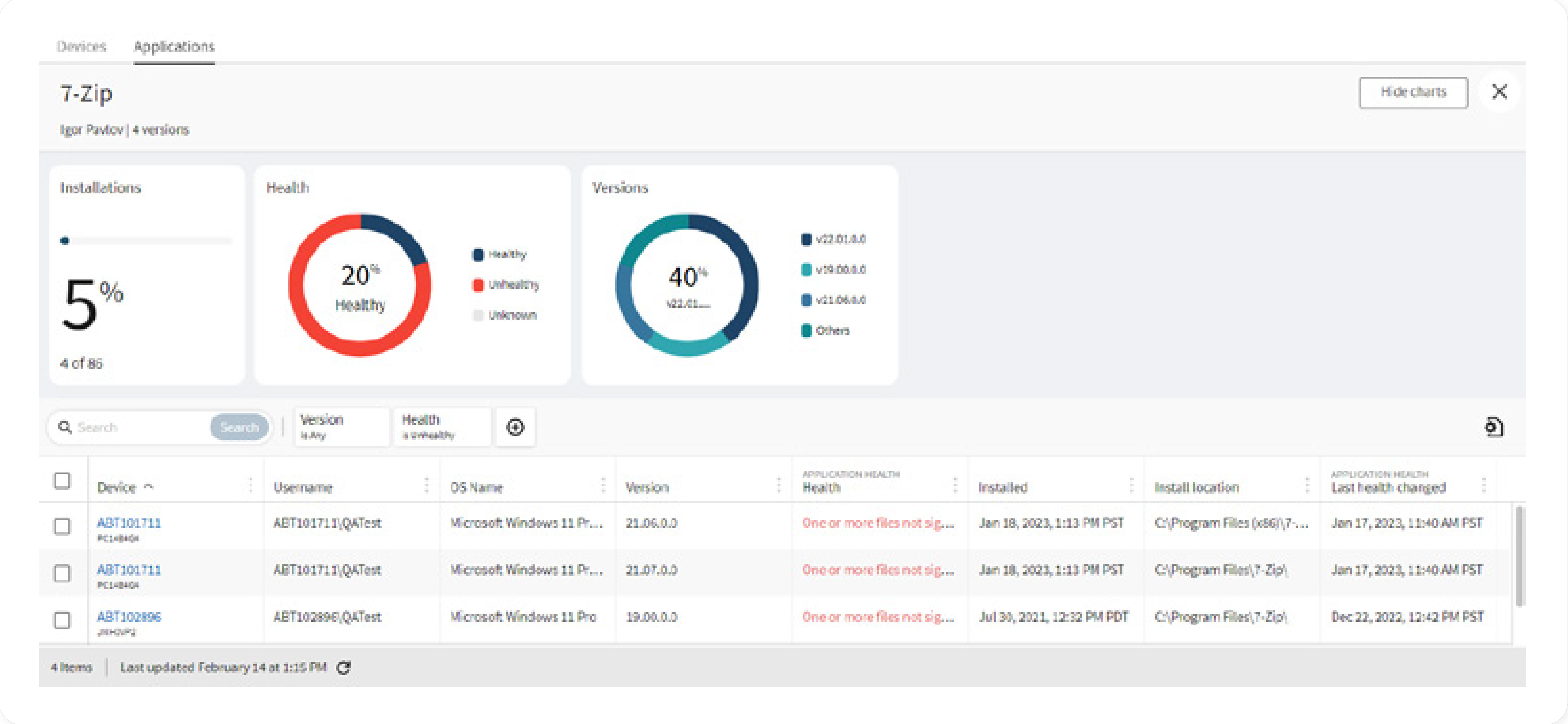
- Health tracking of over 2,000 Windows and Mac applications in total, including the most used security, asset management, business, and productivity applications. Examples of supported application categories include:
    - Anti-Malware; Anti-Phishing; Public File Sharing; Backup; Firewall; Messenger; Cloud Storage; Data Loss Prevention; Patch Management; VPN; Virtual Machine; Health Agent; Remote Desktop Control; Peer-to-Peer Agent; Web Browsers; Web Conferencing.
- Interactive reports and widgets accessible in the Absolute Console, allowing to identify those devices where an application is installed along with a breakdown of the different installed versions.
- Interactive reports and widgets accessible in the Absolute Console, allowing to identify those devices where an application is unhealthy along with detailed failure reasons to help with independent remediation efforts.

[2] Absolute Application Health is available with all Absolute Resilience licenses except Absolute Resilience for Education, Absolute Resilience for Student Devices and Absolute Resilience for Chromebook.

Key Benefits

- Helps IT teams maintain end user productivity across their remote workforce by ensuring employees can access core business/productivity, file sharing, browser, data backup, and communication/messaging applications.
- Helps IT and security teams strengthen the organization's security posture by ensuring critical security applications such as endpoint protection, anti-malware, encryption, patch management, data loss prevention, and VPN tools are healthy and indicate any degradation in application health for timely, independent remediation.
- Helps reduce helpdesk tickets from end user-related application failures, thereby boosting the IT team's efficiency.
- Helps IT teams increase time-to-resolution by gaining insights into the root cause of the failure.
- Helps identify potentially problematic or faulty applications in relation to making decisions on application renewal or subscription termination.

Absolute Application Health is available with eligible Absolute Resilience licenses[3]. For information about other capabilities offered, check out the **Absolute Resilience product page**.



7-Zip

Igor Pavlov | 4 versions

☐	Device	Username	OS Name	Version	APPLICATION HEALTH Health	Installed	Install location	APPLICATION HEALTH Last health changed
☐	ABT101711 PC14B404	ABT101711\QATest	Microsoft Windows 11 Pr...	21.06.0.0	One or more files not sig...	Jan 18, 2023, 1:13 PM PST	C:\Program Files (x86)\7-...	Jan 17, 2023, 11:40 AM PST
☐	ABT101711 PC14B404	ABT101711\QATest	Microsoft Windows 11 Pr...	21.07.0.0	One or more files not sig...	Jan 18, 2023, 1:13 PM PST	C:\Program Files\7-Zip\	Jan 17, 2023, 11:40 AM PST
☐	ABT102896 JXHOVP1	ABT102896\QATest	Microsoft Windows 11 Pro	19.00.0.0	One or more files not sig...	Jul 30, 2021, 12:32 PM PDT	C:\Program Files\7-Zip\	Dec 22, 2022, 12:42 PM PST

4 Items | Last updated February 14 at 1:15 PM

[3] Absolute Application Health is available with all Absolute Resilience licenses except Absolute Resilience for Education, Absolute Resilience for Student Devices and Absolute Resilience for Chromebook.

ABSOLUTE®

Absolute Software makes security **work**. We empower mission-critical performance with advanced cyber resilience. Embedded in more than 600 million devices, our cyber resilience platform delivers endpoint-to-network access security coverage, ensures automated security compliance, and enables operational continuity. Nearly 21,000 global customers trust Absolute to protect enterprise assets, fortify security and business applications, and provide a frictionless, always-on user experience.

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