

**Customer**

FREQUENTLY ASKED QUESTIONS (FAQ)

# Matrix42 acquires EgoSecure

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## 1 General Information on Matrix42 & EgoSecure and the Acquisition

### **Q: Who is Matrix42?**

**A:** Founded in 1992, Matrix42 helps organizations digitize the workspace environment of their employees. The software for digital workspace experience manages devices, applications, processes and services in a simple, secure and compliant manner. The innovative software supports the integration of physical, virtual, mobile, and cloud-based workspace environments seamlessly into existing infrastructures.

Matrix42 AG is headquartered in Frankfurt am Main, Germany, and distributes and implements software solutions with regional and global partners.

### **Q: What makes Matrix42 different and unique?**

**A:** Matrix42 offers a modular, holistic workspace management portfolio enabling organizations to automate, integrate, and extend their existing infrastructure, processes, and services. The main goal of Matrix42 is to simplify digital work. For example, IT departments can optimize their processes and offer better and faster services to their customers through automation. The seamless integration in not only Matrix42 owned systems but also products of other vendors (even competitors, like ServiceNow, ivanti, and baramundi, to name just a few) through standardized connectors is a great added value. The unique capability of extending all Matrix42 products with the Matrix42 SolutionBuilder, an intuitive drag & drop builder, without having to be able to code, enables organizations to easily tailor the solutions to their needs. Changes can also be made without the need of consulting with a specialist, which provides organizations with the opportunity to react to changing demands as needed.

## 2 General Information on EgoSecure

### **Q: Who is EgoSecure?**

**A:** Founded in 2007, EgoSecure is a German company that has been an innovation leader in the field of comprehensive data security with a focus on data loss and data loss prevention for more than ten years. The first product was developed and released in 2005. Since then EgoSecure was able to acquire more than 2,000 customers of all sizes and from many different sectors.

EgoSecure is headquartered in Ettlingen near Karlsruhe. The office will remain and the EgoSecure staff will not be relocated.

### **Q: What makes EgoSecure different and unique?**

**A:** EgoSecure is offering multiple protection as well as a behavioral analysis and automation modules. EgoSecure is thus the first manufacturer in the world to

combine data flow analysis with automatable data protection in a single solution, enabling data driven decisions. Unique about the EgoSecure solution is the ease at which files can be encrypted and decrypted independent of the storage location and all without disruptions to the end user.

### 3 General Information on the Acquisition

#### **Q: How can I as a Matrix42 customer benefit from this acquisition?**

**A:** According to analysts like Forrester, “Data is the lifeblood of today’s digital businesses” ([source](#)) and therefore it needs to be protected from theft, misuse, or abuse.

It is essential to provide a full stack endpoint security portfolio to execute against Matrix42’s vision to simplify digital work and provide a 360° Digital Workspace & Security Management. Therefore in 2017 Matrix42 entered into an OEM partnership with enSilo (Matrix42 Automated EDR), an Endpoint Security startup offering state-of-the-art malware protection via automated Post-Infection Protection, Automated Endpoint Detection and Response, and a Next-generation Antivirus solution.

To further evolve the security portfolio, EgoSecure was acquired on June 11th, 2018. EgoSecure is important for Matrix42 and the Matrix42 customers as it adds a new layer to the Matrix42 security portfolio with comprehensive data security features, such as device control, application control, encryption, data loss, and data leakage prevention.

#### **Q: How can I as an EgoSecure customer benefit from this acquisition?**

**A:** EgoSecure customers can benefit from the seamless integration of their existing security solution into the holistic Workspace Management solution of Matrix42. That way, all EgoSecure customers have one solution for all workspace management disciplines, such as Service Management, Software Asset Management, Unified Endpoint Management (consisting of an Enterprise Mobility and a Client Management), Identity and Access Management, and Endpoint Security Management at hand. The seamless integration of course opens up synergy effects such as offering security services (Automated unblocking of USB drives, via a pre-configured approval workflow) via an enterprise app store (Matrix42 Service Catalog).

EgoSecure customers also benefit from a

- global and 24/7 support organization
- stronger customer success organization
- bigger ecosystem including the Matrix42 Marketplace
- bigger R&D and therefore development power
- deeper integration with other products

**Q: Will something change for EgoSecure customers?**

**A:** EgoSecure is a strategic product for Matrix42 and will therefore be integrated in the existing product portfolio of Matrix42. That means EgoSecure customers can still use the same product and trust that it will be continuously developed further. Also the EgoSecure name and logo will stay the same for the time being. Existing EgoSecure customers can still order the same licenses and products they bought at EgoSecure from the new Matrix42 price list.

**Q: Which were the main drivers for this acquisition?**

**A:** The acquisition is a merger of two German technology vendors holding the same vision: to make working life easier and more secure for the people that deliver, manage, and consume corporate IT.

With this acquisition, Matrix42 and EgoSecure form the German market leader with an international orientation for software solutions for secure, digital work. As a provider of state-of-the-art endpoint security solutions, Matrix42's position will be further strengthened. Matrix42 and EgoSecure provide a unique offering to simplify and secure the digital workspace. The merger will make EgoSecure's comprehensive data security portfolio available to over 3,000 Matrix42 customers worldwide. In addition, more than 2,000 EgoSecure customers worldwide can benefit from integration into the Matrix42 Workspace Management portfolio.

EgoSecure's and Matrix42's main customer base is located in the German speaking regions.

**Q: What will happen to the EgoSecure name and logo and how will the product be integrated in the Matrix42 portfolio?**

**A:** Matrix42 pursues the strategy to name their products after the segment they are in to increase the awareness of the product, to be found more easily on Google, for example, and to adopt the language of analysts such as Gartner and Forrester. Therefore EgoSecure will be called Matrix42 Endpoint Security (EPS) and will be offered as the second endpoint security product alongside Automated EDR (formerly Automated Endpoint Security).

There will also be a security suite called Digital Workspace Security in the future, which will include

- Endpoint Security (EPS; EgoSecure)
- Automated EDR (enSilo; OEM)
- Service Management
- Unified Endpoint Management
- MyWorkspace

in the Enterprise version.

The EgoSecure logo and name will stay for the time being. On the EgoSecure website and within the product the logo will be extended by “a Matrix42 company.” In addition the logo below will be used as the product logo for Matrix42 Endpoint Security.



**Q: When will Matrix42 Endpoint Security (EPS) be launched on the market?**

**A:** Matrix42 Endpoint Security (EPS) will be available on the market in June 2018.

**Q: What is Matrix42 Endpoint Security (EPS)?**

**A:** Matrix42 Endpoint Security (EPS) is an endpoint protection platform, containing features such as device and application control, data loss & Data Leakage Prevention, file-based and Full-disk Encryption, and analytics and addresses the growing endpoint security market.

Matrix42 Endpoint Security (EPS) is organized into the following sales bundles:

	BASIC Endpoint Security Compliance	STANDARD Endpoint Security Protection	ENTERPRISE Endpoint Security Prevention
	External Device- & Application Control	Data Loss Protection Encryption	Malware Protection & Prevention Analysis & Analytics
Access Control	●	●	●
Secure Audit	●	●	●
Application Control	●	●	●
Removable Device Encryption*	●	●	●
Local Folder Encryption*	●	●	●
Cloud Encryption*	●	●	●
Network Share Encryption*	●	●	●
Permanent Encryption*	●	●	●
Full Disk Encryption (FDE)	●	●	●
Preboot Authentication (PBA)	●	●	●
Insight Analysis	●	●	●
IntellAct Automation	●	●	●
Deep Content Inspection	Add-on	Add-on	Add-on
Anti-Virus	Add-on	Add-on	Add-on

**Matrix42 Endpoint Security Compliance**

- **Access Control** to block or whitelist external devices like USB drives or dongles.  
This helps IT organizations to ensure security and compliance by allowing users to only access company-managed devices on their company endpoints.
- **Application Control** to whitelist applications. Blacklisting is also possible but not as commonly used.  
It actively supports the prevention of malware outbreaks, because those malicious executables are not on the whitelist and therefore blocked. In combination with Matrix42 UEM, customers can whitelist only applications that have been installed with UEM and therefore are company compliant automatically and out-of-the-box.
- **Secure Audit** to enable compliance managers review all data traffic from and on any company endpoint on which the Matrix42 Endpoint Security Agent installed in case of a data leak. The data can be anonymized completely and protected by two separate passwords and user accounts.
- **Removable Device Encryption** to ensure that data stored on a removable device cannot be used by unauthorized persons, thus ensuring company compliance. The encryption is file-based and comes in various encryption types that can be used in parallel on one medium.

#### Matrix42 Endpoint Security Protection

- **All Matrix42 Endpoint Security Compliance Modules**
- **Data loss protection through 360° encryption**, including:
  - **File-level encryption** for local hard drives, in the cloud, and for network shares, ensuring that data can only be accessed if the file is on a company-managed device, for example. The agent on your company endpoint decrypts and encrypts all files automatically depending on the company policy for the storage location and the type of the file. A small application that is automatically copied to external devices decrypts the files via password or a multi-factor authentication.
  - **Full-disk Encryption (FDE) with Pre-boot Authentication (PBA)** A stolen or lost notebook can have a massive impact on a business. The data on this endpoint can be extracted easily by removing the hard disk and connecting it to another computer, not even a Windows login is necessary.  
This is where Full-disk Encryption with a Pre-boot Authentication comes into play. The whole hard drive is encrypted and can only be decrypted by booting from that hard drive and running through the Pre-boot Authentication (PBA). As the name suggests, the process is started even before any operating system is booted and prompts for the authentication credentials of the user. Usually this consists of the username and password for the domain and can have a second factor such as a smartcard or a One-time Password (OTP). Once authenticated, the operating system can then boot and the hard disk is decrypted. If the authentication fails for a predefined number of times in a row, the

whole system is locked down and it can only be reactivated in interaction with the customer's Service Desk.

### Matrix42 Endpoint Security Prevention

- **All Matrix42 Endpoint Security Protection Modules**
- **Data Leakage Prevention (DLP)** to remain a step ahead of intentional data leakage (like stealing company confidential data) by
  - **Insight Analysis** to initially determine the status quo related to data security and to ensure that the protective measures are perfectly implemented.  
The results are automatically visualized in meaningful dashboards. Insight Analysis provides the information that provides an overview of data security for each department/organization. The results are aggregated so that it is not possible to draw conclusions about the activities of individual users. Based on this core analysis, all endpoint security and data protection measures can be prioritized and implemented accordingly.
  - **IntellAct Automation** to evaluate the facts of Insight Analysis and automatically trigger protection measures based on predefined rules.  
Standard values, which can of course be defined more finely to automatically detect anomalies or critical situations and trigger the corresponding protective reaction, are automatically assumed. This automation facilitates the work of the administrators enormously and minimizes reaction times considerably.

★Recommended paid add-on★

**Deep Content Inspection** to tag mission-critical data and files for even more advanced Data Leakage Prevention capabilities. Suspicious data extractions can then be blocked through predefined rules based on behavioral analysis.

### Matrix42 Endpoint Security plus Automated EDR

- **All Matrix42 Endpoint Security Prevention Modules**
- **Matrix42 Automated EDR (formerly Automated Endpoint Security)** adds an automated Endpoint Protection and Response platform to the Endpoint Security Product to also protect and prevent data loss or tampering through unknown malware, even post-infection.

### Q: What is the difference between Data Loss Prevention and Data Leakage Prevention?

**A:** The newest of Matrix42's Endpoint Security products protects against loss of company data intentionally or unintentionally. In case of intentional data exfiltration, products that protect against such measures are known as Data Leakage Prevention. Measures like accessing

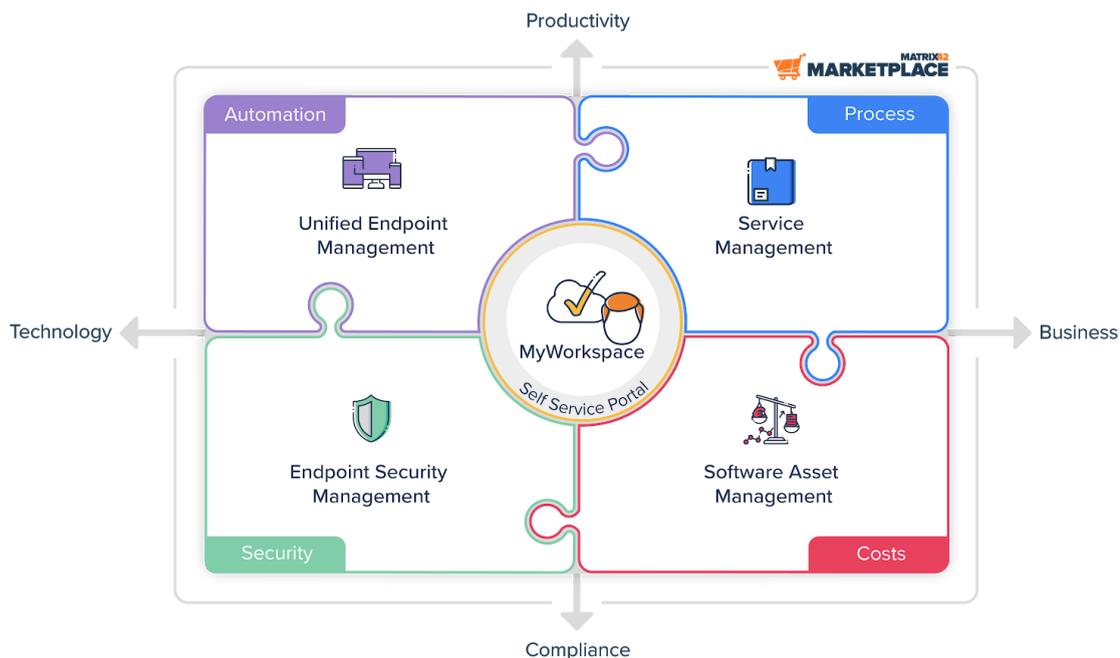
your cloud storage, pulling data from your endpoint onto non-corporate storage devices, or sending company data to external servers usually have criminal intentions or anti-competitive intentions.

On the other hand, products that help against any negative effects when losing company devices such as your notebook, a USB drive or other mass storage devices (unintentional) by encrypting all files on those devices or even the whole disks, which is known as Full-disk Encryption, are known as Data Loss Prevention.

**Q: How does the current Matrix42 portfolio look like?**

**A:** Matrix42 offers solutions for the core disciplines of IT departments, such as Unified Endpoint Management (UEM), Software Asset Management (SAM), Endpoint Security Management (containing Matrix42 Endpoint Security powered by EgoSecure as well as Matrix42 Automated EDR powered by enSilo), Service Management (ITSM), and Identity and Access Management (MyWorkspace).

All products and solutions can be bought individually or in bundles/suites.



**Q: Where can I find more information on Matrix42 Endpoint Security?**

**A:** You will find additional information on our new product page for Endpoint Security: <https://www.matrix42.com/en/endpoint-security/>

## 4 Licenses & Installation of Matrix42 Endpoint Security Powered by EgoSecure

**Q: Can I as a customer install Matrix42 Endpoint Security on my own?**

**A:** Yes, the basic implementation is very simple and can be done with a short installation instruction, the license key and a Windows server, and a SQL or MySQL server.

**Q: How is Matrix42 Endpoint Security licensed and how can it be purchased? Will something change for me as an EgoSecure customer?**

**A:** For detailed information on the licensing and pricing please contact your sales representative at Matrix42 or EgoSecure or contact the Matrix42 Inside Sales Team at +49 69 667 738 220.

**Q: Is Matrix42 Endpoint Security license part of the Workspace Management Suite or any other product?**

**A:** Matrix42 Endpoint Security will be sold as a standalone product alongside our existing products. Also the Workspace Management Suite does not include Endpoint Security. Nevertheless, Matrix42 will soon launch a new Digital Workspace Security Suite.

**Q: How can I test drive the product. Is there a Product Trial?**

**A:** Yes, customers and prospects can test drive the product. The easiest way is to register for a trial via the Matrix42 website.  
<https://www.matrix42.com/en/test-matrix42/>

## 5 Technical Questions regarding Matrix42 Endpoint Security powered by EgoSecure

**Q: What platforms are supported?**

**A: HARDWARE REQUIREMENTS**

To use EgoSecure, the following hardware requirements are necessary:

1. **Server**

To use the EgoSecure Management Console, EgoSecure Server & EgoSecure AdminTool your server requires:

- a. 512 MB internal storage
  - b. 1GB hard disk
2. **Client**
- To install the EgoSecure Data Protection agent on the client, the client requires:
- a. 512 MB internal storage
  - b. 1GB hard disk

## **SUPPORTED SOFTWARE**

To use EgoSecure, at least the following software is required. Both 32-bit and 64-bit versions are supported.

1. **Server**
- a. Windows Server 2016
  - b. Windows Server 2012 R2
  - c. Windows Server 2012
  - d. Windows Server 2008 R2
  - e. Windows Server 2008
  - f. Windows Server 2003 R2
  - g. Windows Server 2003
  - h. Windows 10
  - i. Windows 8.1
  - j. Windows 8 (Windows 8 RT not supported)
  - k. Windows 7
  - l. Windows Vista

## **SUPPORTED DATABASE SERVERS**

You can use an existing SQL server or install an additional SQL server.

1. **SQL-Server**
- a. Microsoft SQL Server 2016
  - b. Microsoft SQL Server 2016 Express Edition
  - c. Microsoft SQL Server 2014
  - d. Microsoft SQL Server 2014 Express Edition
  - e. Microsoft SQL Server 2012
  - f. Microsoft SQL Server 2012 Express Edition
  - g. Microsoft SQL Server 2008 R2
  - h. Microsoft SQL Server 2008 R2 Express Edition
  - i. Microsoft SQL Server 2008
  - j. Microsoft SQL Server 2008 Express Edition
  - k. Microsoft SQL Server 2005
  - l. Microsoft SQL Server 2005 Express Edition
  - m. Microsoft SQL Server 2000 Service Pack 3a
  - n. MySQL Community Server 5 and higher
2. **Client**
- a. Operating System
    - i. Windows 10
    - ii. Windows 8.1
    - iii. Windows 8
    - iv. Windows 7

- v. Windows Vista
- vi. Windows XP1
- b. Windows Terminal Server
  - i. Citrix XenApp
  - ii. Citrix XenDesktop

**Q: What is the technical delivery model for EgoSecure?**

**A:** Currently EgoSecure and Matrix42 Endpoint Management are delivered as an on-premise offering. In the future we plan to offer a cloud version, as well. The cloud service will be based on Microsoft Azure. To meet the security and data protection requirements of our customers within Germany we will provide the service through the Azure German Cloud.

**Q: Who can view the data collected in Matrix42 Endpoint Security Insight Analysis and how?**

**A:** The data is protected by the EgoSecure Rights and Role Model. You can define the viewers, editors and administrators specifically for all the data and functionalities. The data can be anonymized completely (standard) and protected by two separate passwords and user accounts.

**Q: Where can I report issues?**

**A:** Please report any issues you experience regarding this version to our Support Team.

**Support:** [helpdesk@matrix42.com](mailto:helpdesk@matrix42.com)

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