

Absolute Investigations



BENEFITS

- Reduce risk of compliance violations, breach notifications, and financial loss
- Protect your confidential information, avoid loss of intellectual property or competitive advantage
- Increase probability of recovering your stolen or missing assets
- Improve morale and confidence among your user community
- Avoid disruption and ensure business continuity



When a security incident occurs, the Absolute Investigations team works on behalf of Cigna-HealthSpring to gather evidence from the endpoint.

CIGNA-HEALTHSPRING

UNBREAKABLE DEVICE VISIBILITY AND EXPERT INVESTIGATORS: THE PERFECT TEAM

When one of your devices is stolen or missing, Absolute is the only solution that combines the power of firmware-embedded Persistence technology, which maintains a self-healing connection to all of your devices to track them at all times, even off the corporate network or in the hands of an unauthorized user, with an in-house expert team to conduct the investigation for you, at your explicit request.

UNINTERRUPTED ASSISTANCE THROUGHOUT THE INVESTIGATION PROCESS

- 1 Absolute's Investigations team has access to proprietary tools that can gather identifying information about the person using the errant device and determine its location.
- 2 Once an identification is made by one of our investigators, a comprehensive written report is prepared and forwarded to the appropriate law enforcement agency.
- 3 The Absolute investigator maintains regular contact with the detective assigned to the case to advise them of any changes, and to ensure that your case remains a priority.
- 4 This proven methodology provides you with the greatest opportunity to have your device recovered and returned to you, mitigating the potential regulatory compliance risk, preserving your organization's financial resources, and ensuring business continuity.

INVESTIGATE THE ROOT CAUSE TO PREVENT FURTHER INCIDENTS

In addition to recovering the missing or stolen asset, Absolute's investigators are also typically able to establish links from a device user back to your location, and conclusively determine that the user of the device was a current or former employee, contractor, temporary worker, patient, student, construction/maintenance worker, housekeeper, or visitor.

Finding out about the root cause of an incident will allow you to address organizational vulnerabilities that threaten your sensitive data, such as personally identifiable information (PII) or electronic protected health information (ePHI), as well as your physical assets, and prevent similar incidents in the future.

REQUIREMENTS

- Access to Absolute's Investigations team requires the installation of the Absolute software agent onto each device.
- This will activate Persistence technology from Absolute, which is embedded in the firmware of the device at the factory.
- Persistence technology triggers an automatic reinstallation of the Absolute software agent if it is removed from an endpoint, resulting in a trusted, self-healing connection to each device regardless of user, location or network.
- Access to Absolute's Investigations team also requires the purchase of a Resilience license.

A TEAM OF EXPERT INVESTIGATORS AT YOUR DISPOSAL

Our expert Investigations team has a combined total of nearly 115 years of experience in locating our customers' missing and stolen devices. Most investigators came to Absolute after full careers with various local, state, and federal law enforcement agencies in the U.S., Canada, and the U.K. All of this investigative experience has led to the successful recovery of over 54,000 of our customers' missing or stolen devices in over 120 countries around the world.

As a result of these years of experience, Absolute's Investigations team can also provide you with practical advice on best practices to help maintain your asset inventory, by detecting suspicious activity on a device, such as a change in user name or hard drive, the installation of a new operating system, or a change in geolocation. Our investigators have extensive experience in discretely dealing with an extremely wide gamut of situations, and always strive to implement solutions that are in your best interest.

ABOUT ABSOLUTE

Absolute empowers more than 12,000 customers worldwide to protect devices, data, applications, and users against theft or attack — both on and off the corporate network. With the industry's only tamper-proof endpoint visibility and control solution, Absolute allows IT organizations to enforce asset management, security hygiene, and data compliance for today's remote digital workforces. Absolute's patented Persistence® technology is embedded in the firmware of Dell, HP, Lenovo, and other leading manufacturers' devices for vendor-agnostic coverage, tamper-proof resilience, and ease of deployment. See how it works at www.absolute.com and follow us at [@absolutecorp](https://twitter.com/absolutecorp).



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