

**Customer:**

Large Healthcare Management Firm

Number of Users: 700**Industry:** Healthcare**Solution:**

Identity Management

Product:[Password Expiration Notifier](#)**Vendor:**

NetWrix Corporation

Phone: 888-638-9749

Web Site: www.netwrix.com**Customer Profile:**

A leading managed care company providing nationwide services to insurance companies, self-insured and governmental entities. The firm's key business is medical case management, helping businesses, through their insurance companies, get injured workers back on their feet as quickly as possible by managing that injured worker's case. Nearly 700 nurses across the country make sure those sick and injured workers are receiving the right care, correct medication and therapy, so that they can get back to work quickly.

SAS 70 Audit: Strict Password Policies

“Once we were notified about our audit, we immediately began searching for a product that would warn users of password expirations. Luckily, we happened upon NetWrix Password Expiration Notifier, and it does exactly what we were looking for.”

Phil Rudich, Information Technology Manager, a Large Healthcare Management Firm

With an extensive cast of clients and employees stationed across the United States, this was one of the nation's leading managed care providers. By specializing in medical case management, the firm's nationwide representatives help businesses, through their insurance companies, get injured employees back on their feet and into the workplace as quickly as possible via individualized injury case management. As a company that works closely with both businesses and their insurance companies, the IT department was under the careful watch of relevant regulatory compliance auditors, and responsible for making sure that internal policies were up to date with regulatory compliance standards.

Challenge: Transitioning to Strict Password Policies to Meet SAS 70 Requirements

The firm already had a corporate policy in place dealing specifically with password management and best practices. On paper, their IT department was doing everything necessary to meet the expectations of their regulatory compliance audits. Unfortunately, policies are only useful when enforced, and the IT department did not have the resources to make sure that their well-intentioned password policies were actually being put into practice.

NETWRIX CUSTOMER CASE STUDY

“We had users that have been with the company nearly 10 years and had always had the same network password,” said Rudich. “We were preparing for an SAS 70, which required us to fortify our network complex password requirements. At the same time, we had nearly 700 users across the country that were part of our Active Directory domain and needed access to our network resources and e-mail. There wasn’t any easy way for us to notify our remote users of their impending passwords from being expired, but we needed to start enforcing regular password changes.”

In order to administer the password management policies necessary to pass the impending compliance audit, the IT department needed a solution that would notify both internal and mobile users (who never saw the standard Windows notification at login) of looming password expirations.

Solution: Automated Password Expiration Notifications

That’s when the IT staff found NetWrix Password Expiration Notifier.

“We looked into using some scripts that were native to Windows’ OS, but they were not very easy to use and they didn’t give us the reporting we required,” said Rudich. “Luckily, we found a website that listed several vendors with password management products that did what we were looking for. We demoed about three of them, but NetWrix Password

Expiration Notifier stood out from the competition. It took us only a month to decide about purchasing the full version and we immediately implemented the solution.”

NetWrix Password Expiration Notifier is the aptly-named NetWrix solution that enables strict password policies by scanning specified Active Directory domains or Organizational Units for users whose passwords are nearing expiration, and notifying them via customizable automated e-mails when it’s time to make a password change. The tool also sends summary reports to system administrators by e-mail. Armed with this tool, IT management can proactively resolve password expiration issues for end-users and service accounts before they occur.

“NetWrix Password Expiration Notifier allowed us to modify the end-user e-mail templates,” said Rudich. “This gave us the edge to not only inform our users through an e-mail that their password was about to expire, but we were also able instruct our users on the process of how to change their password correctly and what those parameters where. The application also allowed us to run a daily report on those users about to expire and track their progress. The extremely easy-to-use interface was also a main selling point.”

Rudich and his team also noted the benefits of working with NetWrix’s knowledgeable sales and support team.

“The sales team was very patient with all of

our questions and responded in a timely matter with answers and a customized quote,” added Rudich. “The technical team has been top-notch for all our issues, corresponding over e-mail and phone support.”

Proven Result: Password Expiration Notifications Allows Enforcement of Strict Password Policies Necessary to Pass their Compliance Audit

With an audit looming over an IT department that was struggling to enforce password management policies, the need for a solution that would enable them to put their policies to action without hindering productivity from the many mobile users not connected to the Active Directory Domain was more clear than ever. NetWrix Password Expiration Notifier provides administrators with an automated solution that proactively prevents password expirations among internal and mobile employees, preventing password expirations that might otherwise halt productivity and frustrate users. As a result, the healthcare services agency has effectively implemented the password management practices necessary to pass all regulatory audits and also reduced help desk costs.

“Before implementing NetWrix Password Expiration Notifier, there was no easy way for us to notify our end-users of their approaching password expiration,” said Rudich. “About 80% of our help desk calls were associated with password and login issues. Since we’ve integrated this application into our environment, those calls have dropped significantly. The program also allows us to easily run a report to determine those users who haven’t changed their passwords and/or haven’t logged into our network in some time. This solution works extremely well for my IT staff and end-user support.”

About NetWrix Corporation

Established in 2006, NetWrix Corporation provides innovative and cost-effective solutions that simplify and automate the management of Windows networks. With in-depth knowledge and experience managing Windows environments of all sizes, the company delivers solutions to meet complicated business requirements while fulfilling the best expectations of IT professionals.