Netwrix Customer Success Story

CUSTOMER
Transplace

WEBSITE
www.transplace.com

INDUSTRY
Consulting, Transportation

SOLUTION
Change Auditing

PRODUCT
Netwrix Auditor

PROFILE
Employing proprietary technology, deep knowledge and demonstrated expertise, Transplace consultants lower transportation costs, help customers exceed expectations and furnish businesses with intelligence to achieve supply chain goals and the higher capital utilization needed for successful business endeavors. A proven leader in applying advanced third-party logistics efficiencies, Transplace provides customized solutions and technology that scale to specific business needs and budgets.

Streamlined Active Directory Change Auditing Provides Cost-Effective and Accurate SAS-70 Compliance

" The information provided by Netwrix Auditor for Active Directory has become integral to our IT department and auditors.

- Ambers Ferrara,
Sr. System Administrator, Transplace.

Challenge: Auditing Changes and Preparing for SAS-70 Audits Proved Too Error-Prone and Extremely Time-Consuming

For more than a decade, Transplace has provided innovative solutions that streamline customers' supply chains, allowing for maximum returns. Therefore, when it came to optimizing their own IT infrastructure, it was important they follow their own logic and outsource to the best-in-class.

Challenged with the responsibility of meeting its annual SAS-70 audit requirements, Transplace was accountable for all changes made to Active Directory rights and permissions. They also needed to provide a clear explanation as to how all change information was collected, but Transplace lacked an efficient way of doing so.

"There are specific aspects of Active Directory rights and permissions that are delegated to different groups within the Transplace IT organization," said Ferrara. "We needed a tool that would provide accountability for the changes each user made to the domain. The time it took to perform an individual audit was often up to an hour; it required a login to each domain controller followed by a review of the security logs. For our team of Systems Administrators, this was not an efficient or ideal use of time."

Clearly, Transplace understood the need for an improved auditing procedure. In addition to the hours of wasted time and manpower, the manual auditing process was error-prone and effort-intensive. The IT department began looking for ways to improve the practice, and considered various options when the time came.

Solution: Automated Active Directory Change Auditing

"Our first approach was to look at using Event Log Parser to gather the event logs into a centralized database," said Ferrara. "We then tasked our Business Intelligence team with preparing reports using SQL Reporting Services. As another alternative, we considered adding event log reporting using Microsoft System Center Operations Manager. We also reviewed the Active Directory auditing tools from Quest Software and ScriptLogic."

Ultimately, however, Transplace landed on Netwrix Auditor for Active Directory, and the automated solution has proved its worth. Netwrix Auditor for Active Directory is an automated solution for tracking all changes made to Active Directory infrastructure. This solution audits and reports all changes in AD and Group Policy with the "who, what, when and where" information regarding each change, as well as before and after values of each modification, automatically giving clear visibility into changes, ensuring both security and compliance throughout the AD infrastructure.

"We started evaluating Netwrix Auditor for Active Directory in June 2008, and the key factors that led to our purchase were favorable cost, ease of deployment and integration with a familiar reporting interface," said Ferrara. "We deployed an evaluation version of the product in late July and made the decision to go with Netwrix the same day we saw the first set of reports from the tool."

"The deployment was straightforward," added Ferrara. "We installed the product, filled in some basic requirements, and used the Advanced Reporting Wizard to integrate with our existing Reporting Services infrastructure. Netwrix Auditor has been running in Transplace's environment ever since." Ferrara also noted the benefits of working with Netwrix's dedicated sales and support team.

"The sales team was knowledgeable about the products and they were willing to work with us to adjust the licensing model to meet our requirements," Ferrara said. "The technical support team responded rapidly to our support tickets and followed up efficiently."

Proven Result: Netwrix Auditor Maximizes Manpower and Eliminates Audit Errors

Netwrix Auditor for Active Directory has allowed the Transplace IT department to optimize its own efforts by automating visibility into all Active Directory changes that might otherwise threaten noncompliance. With the Netwrix solution, Transplace's group of system administrators can now spend time concentrating on other important IT endeavors, while assuring themselves and their auditors that all Active Directory changes are properly and accurately reported and archived.

"The first benefit was immediately obvious — we could identify processes that needed to be amended based on the activities that we saw in the logs," said Ferrara. "A specific example of this occurred when users were mistakenly placed in groups which could have led to them having greater permissions than were needed to do their jobs."

"Secondly, the canned reports that come with the product actually provided valuable information we weren't originally seeking," Ferrara added. "Furthermore, the AD Recovery is another added bonus — anytime we find a change with the Netwrix auditing solution that should not have been made, we can now very easily back it out. This technology saved us from having to go through a full Active Directory restore on two separate occasions."

About Netwrix Corporation

Netwrix Corporation is the #1 provider of change auditing software, offering the most simple, efficient and affordable IT infrastructure auditing solutions with the broadest coverage of audited systems and applications available today. Founded in 2006, Netwrix has grown to offer products that are used by more than a hundred thousand of companies worldwide. The company is headquartered in Irvine, California, with regional offices in New Jersey, Ohio, Georgia and the UK.

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