Customer:
Pike Energy Solutions
Web Site:
www.pike.com
Number of Users: 820
Industry: Energy

Solutions:
Change Auditing
Compliance

Products:
Active Directory Change Reporter
Group Policy Change Reporter
Exchange Change Reporter

Vendor:
NetWrix Corporation
Phone: 888-638-9749
Web Site: www.netwrix.com

Customer Profile:
With over 150 years of experience, Pike is one of the largest providers of Energy Solutions in the United States. Pike's commitment to providing quality engineering, construction and maintenance for distribution and transmission powerlines in an environmentallyfriendly fashion has enabled it to become a leader in the industry.

Auditing Solution Enables Coaching of Staff and Pleases Auditors

"We considered tools from several vendors as well as inbuilt tools. Most were either too time consuming to implement, too cumbersome to maintain, too expensive to purchase or too easy to circumvent. We chose the NetWrix Change Reporter because of its attractive pricing and easy implementation."

Kerry Schrantz, Network Operations Manager at Pike Energy

Pike, one of the largest providers of energy solutions in the United States, was in search of a product that would allow its IT staff to identify and learn from its Active Directory management mistakes while simultaneously providing auditors with a precise and complete audit trail. Previous methods proved too time-consuming and did not provide the desired results.

Challenge:

For Pike, change auditing was necessary to monitor and correct the mistakes made by its IT staff. Maintaining sufficient auditing on a national scale, with an abundance of administrators, had proved a difficult task. Without the proper tools, knowing who changed what and where it was changed within Active Directory was next to impossible. And while viewing the mistakes made by IT staff members was difficult without the necessary audit reports, preventing staff from making the same mistakes in the future had become even more challenging. Pike lacked the tools necessary to generate Active Directory audit reports, and thus, struggled to satisfy the demands of compliance auditors. So with employee training and audit compliance listed as high priorities, Pike was looking for a tool that would allow both.

Solution:

That's when the Pike operations department turned to NetWrix to facilitate auditing of the company infrastructure. It was the NetWrix Change Reporter that provided the desired results. With automated daily reports that tracked exactly who changed what within the given network, Pike was able to better coach its employees and prevent future Active Directory disasters, while satisfying every need of compliance auditors. While previous audit procedures were the result of timely manual and mistake-prone comparisons, the automatically generated audit reports provided administrators with much better visibility into changes and allowed the IT staff to manage its infrastructure much more efficiently.

"I am now better able to coach my staff on proper procedure," said Schrantz. "I can also target my coaching with specific staff members."

In addition, Pike was particularly fond of the product's administrator-friendly interface. The straight-forward and easy to understand reporting capabilities provided a solution that simplified the auditing process. So when an accidental slight of mouse change resulted in the disappearance of an entire organizational unit, Pike administrators were happy to see, through the audit report, that a simple change in security settings rendered the entire OU invisible and that instead of recreating the entire OU from scratch, a quickfix solution was all that was necessary. The Change Reporter offered the efficient and comprehensive change reporting that Pike was

in seek of, enabling automated visibility into Active Directory changes by way of in-depth reports, resulting in a better audit trail and the desired staff coaching opportunities.

"This product allowed me to rearrange the priorities of some other larger projects, which in turn, are already providing for better efficiency within my department," said Schrantz.

Conclusion:

The NetWrix Change Reporter was able to meet both of Pike's original audit requirements. With detailed reports that tracked the changes made by every member of the staff, administrators were finally able

to monitor all Active Directory errors and in bturn, provide direct coaching that prevented similar mistakes from happening in the future. In addition, the IT team was happy to find a solution that automatically provided a complete and precise auditing trail for their auditors.

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.