BIDWELLS

Customer:
Bidwells Property Consultants
Web Site:
http://www.bidwells.co.uk
Number of Users: 550 users
Industry: Property management

Solution:
Change Auditing

Product:
Active Directory Change Reporter

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

Customer Profile:
Bidwells Property Consultants provides a full range of professional property services from a network of ten offices across England. As one of the largest rural land managers in Scotland, Bidwells manages over 300,000 hectares of land and around 100,000 hectares of commercial and native woodland. From residential development to building consultancy, Bidwells provides an abundance of topnotch services to a wide range of customers.

Saving Time and Manpower with Automated Active Directory Auditing

"Using NetWrix Active Directory Change Reporter has led to an increase in the time that the operational staff can dedicate to supporting the business— the product is relied upon entirely to log all changes in Active Directory."

Nick Haynes, IT Manager, Bidwells Property Consultants

Time was at a premium for members of the IT operations team at Bidwell Property Consultants. Manpower was limited, but nonetheless essential to the improved support of business lines throughout the organization. Time that could have been spent on daily IT issues was instead dedicated to manual Active Directory management, and Bidwells decided to begin looking for a solution that would simplify the process, in turn, freeing up the IT staff to spend its time supporting the business in other necessary capacities.

Challenge: Save Operations Time While Continuing to Accurately Audit All Active Directory Changes

Active Directory change management is an essential aspect of security efforts within all AD environments. In addition, it is a mandated procedure necessary to meet the needs of many regulatory compliance auditors. As a result, Bidwells understood the importance of adequate and accurate Active Directory change management throughout its infrastructure. Nonetheless, the organization struggled to find an efficient balance that enabled the IT department to both manage the Active Directory audit process, and provide the necessary IT support for improved business lines. Consequently, the company was looking for a solution that would automate accurate Active Directory change management and allow the operations department to spend its time supporting other organizational endeavors. "We needed a tool that would allow the operations staff to concentrate on providing support to our business lines—not on inputting AD changes into the IT Change Log," Haynes said.

Microsoft
GOLD CERTIFIED
Partner

Solution: NetWrix Active Directory Change Reporter

That's when Bidwells' IT department found the NetWrix Active Directory Change Reporter, an Active Directory auditing tool that provides automated AD, Group Policy and Exchange change reports on a daily basis. The Change Reporter has significantly decreased the IT department's workload by taking over as the lone audit reporter of all Active Directory changes, thus allowing for a more favorable time allotment. The solution provides daily reports that track exactly who made what Active Directory changes, as well as when and where the changes occurred, along side of the before and after values of each and every modification—a welcome substitute for the old process that required manual implementation of every such occurrence. Such functionality has allowed the IT department to confidently rely on the NetWrix tool for accurate AD change reporting, and instead, spend its time working in various other areas of support.

"NetWrix Active Directory Change Reporter was identified through a simple Google search," Haynes said. "After downloading and installing the trial version, we were so impressed that we didn't need to look elsewhere. NetWrix's simple approach to providing tools that do exactly what they say on the tin made it an easy choice. With regard to the Active Directory Change Reporter tool, the level of detail, which would take a significant amount of time to enter manually, and the simplistic setup, are what sold it to us."

Conclusion:

Accurate and consistent Active Directory change management can be a painstaking endeavor. Without ample support staff, the IT department can suffer the consequences of limited time and availability. The NetWrix Active Directory Change Reporter, however, saves time and money on the resources that would otherwise have to be spent auditing and reporting on AD changes. Its automated, detailed and accurate audit reports give administrators the confidence necessary to spend their time supporting other necessary lines of business development. Without the implementation of an efficient AD change monitor such as the NetWrix solution, Bidwells might still be struggling with an operations department that couldn't find the time to offer a sufficient level of support.

"In the past we have encountered issues where accidental incorrect changes in the Active Directory have caused issues further down the line," Haynes said. "The ability that AD Change Reporter provides in being able to quickly and accurately pinpoint the exact time a change was made means that these issues can be detected and resolved faster."

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.