

Netwrix Customer Success Story



Enterprise Inns Serves Its Customers and Empowers Local Business with Netwrix Auditor

CUSTOMER
Enterprise Inns

WEBSITE
www.enterpriseinns.com

INDUSTRY
Retail

SOLUTION
Security

APPLICATION
Active Directory, Microsoft Exchange,
File Server, SQL Server

PROFILE



Enterprise Inns plc headquarters in Solihull in West Midlands, UK and is the leading specialist operator of leased and tenanted pubs across the country. Established in 1991, Enterprise Inns offers enthusiastic, committed and entrepreneurial operators the opportunity to run pub business effectively and receive support, expertise and resources provided by around 500 Enterprise Inns' employees for the benefit of the local community.

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For us being secured means knowing what is going on. We can always refer to Netwrix Auditor to ensure that our networks are in a safe state.

- Tej Singh
Senior Systems Analyst
Enterprise Inns

Tej Singh

Tej Singh is a Senior Systems Analyst at Enterprise Inns. His main responsibility is the infrastructure management, including software and hardware management for Head Office and a couple of networks set aside.

Challenge: Lack of Visibility over Virtualized Data

Enterprise Inns has circa 5,500 pubs, each a small retail business owned and run by publicans, employing local people and supporting local suppliers and the local economy. With a commitment to provide their services smoothly, Enterprise Inns relies on its IT infrastructure that should guarantee around 500 employees to have fast, easy and secure access to giant number of confidential files and documents, containing financial, administrative and project data that are stored at around 100 virtualized servers.

In order to keep network components running smoothly and sustain security, Enterprise Inns has implemented a configuration management system, and initiated a regular security testing held by a testing services partner to ensure they have complete control over changes made across the entire IT infrastructure. "We had basic auditing of Active Directory, Exchange and SQL Servers. Another penetration test has revealed that native logs would not provide us with necessary level of detail about what is happening across our network. So we were recommended to improve the visibility into the IT infrastructure with a change auditing solution", explained Tej Singh, Senior Systems Analyst at Enterprise Inns.

Solution: Non-Intrusive Auditing for Network Security

The main concern for Enterprise Inns has been a lack of visibility over amendments users made to files and folders, permissions, distribution and security groups. Singh said that with security and efficiency among top priorities, Enterprise Inns strives to strengthen network protection without strict limitations and holding back users in terms of their access permissions. "We have decided to move on with change auditing as it doesn't lock users from accessing resources they need, but it gives a true finding of what is being changed", Singh said. "Because of the nature of our business, where a lot of people get access to sensitive data, security has always been a number one priority. When security tests revealed the critical area for improvement, we have asked our testing services partner if they had any preferred vendors, and they suggested trying Netwrix Auditor. Actually it was on the top of their list".

During the trial period, Singh soon became confident that Netwrix Auditor was the best fit. Singh explained that Netwrix Auditor's ability to show who changed what, when and where across the entire network helps them with detection and investigation of malicious changes made to configurations of critical systems. Thus, IT department set monthly reports on different types of changes in order to detect mistakes, for example, made in changes to user permissions or to users added to a distribution group. "Netwrix Auditor does exactly what we need. It improves the security and helps us get complete visibility over the network easily. By running reports on specific changes we can detect and respond to odd modifications on the go.

Singh also brought into focus that Netwrix Support Team has an excellent level of service. The guide though Netwrix Auditor trial version and initial installation have been performed smoothly. “The way we set Netwrix Auditor initially was exactly how we wanted it to work in life – we have tested it in our safe environment to make sure it wouldn’t affect our network, and it proved so. Netwrix Auditor is very intuitive in use, so after the trial period was over, we didn’t have to call Netwrix Support to perform the transition, Singh explained.

Proven Results: Secure Data Access without Strict Limitations

“Netwrix Auditor met all our requirements. First, this is an all-in-one platform that includes solutions for various systems. We have a single product that we can upgrade with solutions that we need – Netwrix Auditor for Active Directory, Exchange, File Servers and SQL Servers. This is critical as it would release us from dealing with multiple vendors. Second, intuitive and granular reporting that is customized well according to our requirements and that provides us with necessary visibility into our IT systems thus enhancing security level. Third, Netwrix Support Team is always there whenever we need them. Obviously, the right combination of product features, price and excellent support is the best what you would expect from a vendor”, Singh said.

With custom reports, IT team at Enterprise Inns knows exactly what is happening across their IT infrastructure. “Security is in knowing what is going on. We can always refer to Netwrix Auditor to say whether our networks are in a safe state”, Singh said. “I have already recommended Netwrix Auditor to my counterpart who had a similar issue, and I hope they would get equally great experience with Netwrix”.

About Netwrix Corporation

Netwrix Corporation, the #1 provider of change and configuration auditing solutions, delivers complete visibility into who did what, when and where across the entire IT infrastructure. This streamlines compliance, strengthens security and simplifies root cause analysis. Founded in 2006, Netwrix is ranked in the Top 100 US software companies in the Inc. 5000 and Deloitte Technology Fast 500. Netwrix software is used by 160,000 users worldwide. For more information, visit www.netwrix.com.

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