



First Insurance Company of Hawaii Increases System Security and Stability



Customer

First Insurance Company of Hawaii

Industry

Insurance

Website

www.ficoh.com

Netwrix Auditor Applications

Netwrix Auditor for Active Directory and Exchange

Customer Profile

Founded in Honolulu in 1911, First Insurance Company of Hawaii (FICOH) is the oldest and largest property and casualty insurance carrier headquartered in the state of Hawaii, U.S. It distributes its products through 27 independent agencies across Hawaii, providing risk management solutions designed specifically for local businesses and families. FICOH is a proud member of the Tokio Marine Group, which has member companies located worldwide.

THE CHALLENGE

The IT engineering team at FICOH is responsible for maintaining a stable and secure IT environment so that business processes can flow uninterrupted. Two areas of focus are Exchange Server, which is used daily for internal and customer communication, and Active Directory, where improper elevation of privileges could lead to operational issues and security incidents. To respond effectively to these challenges, the team needed a solution that would keep users accountable, including approximately 300 employees and more than 60 privileged IT staff members across five departments.

NETWRIX SOLUTION

Barry Fong, senior network engineer, recalled why he chose Netwrix Auditor: "I liked it because it is a very powerful and easy-to-use solution that provides robust reporting." Barry shared the most valuable benefits he gained using the solution:

Enforcement of the least-privilege principle. Barry reviews Netwrix Auditor reports to monitor changes to security groups, including changes to group membership and group privileges. This enables him to spot and eliminate inappropriate privilege elevation in a timely manner. He also receives alerts whenever a user is added to the Domain Admins group. Barry noted, "Having visibility into this group is critical for a variety of reasons. For example, a new group member could be a temporary user account created by a rogue admin to cover up malicious activity."

Control over mailbox quotas. Netwrix Auditor tracks all changes to mailbox storage quotas and helps Barry detect unauthorized increases that could lead to unacceptable growth of data on the Exchange Server and server instability and downtime that could prevent users from receiving or sending email. "Netwrix Auditor regularly shows all changes to mailbox storage quotas in an easy-to-read format. This allows us to react immediately if anyone is giving users too much storage space," Barry commented.

Faster investigations and better accountability Using Interactive Search, Barry can conduct investigations more quickly and efficiently. He provided an example: "When a user lost access to one of the systems, we ran an ad-hoc query for Active Directory to see how his access rights were modified and quickly brought them back. Additionally, the software showed which employee made the change, so we reached out to him and explained why he should not do it again. Now our users think twice before making changes because they realize they are being monitored."

KEY BENEFITS

- Improved system security
- Minimized the risk of business downtime
- Increased accountability of employees

[Learn more about Netwrix Auditor](#)



Netwrix Auditor helps us to keep our IT environment stable and secure. Whenever a problem arises, we can easily go back to the audit trail, find the root cause and come up with a solution faster. Plus, it alerts us on critical activities, such as changes to admin-level privileges, so we can promptly address potentially serious incidents. With this high level of visibility, we're not waiting for something bad to happen or wasting time on aimless log monitoring. Netwrix Auditor helps us deal proactively with potential risks, which gives us peace of mind.

*Barry Fong, Senior Network Engineer,
First Insurance Company of Hawaii*