Netwrix Customer Success Story

Minimizing Cost and Impact of Strong Password Policy at a Global Telecommunications Company

CUSTOMER
Telstra International

WEB SITE
www.telstrainternational.com

INDUSTRY
IT/Telecom

SOLUTION
Identity Management

PRODUCTS
Netwrix Account Lockout Examiner

PROFILE

Telstra International is a leading global supplier of managed network services and international data, voice and satellite services. It is a division of the leading Australia-based, tier 1 telecommunications and media services company, Telstra Corporation Limited and owns one of the most technologically advanced IP backbone networks in the world.

> " *Netwrix proved to be helpful in solving day to day IT needs and troubleshooting Active Directory.*

> *- Pallab Chakraborty,*
> *IT Engineer, Telstra International*

Challenge: Negative Impacts of Strong Password Policy Resulting in Overloaded IT Help Desk

One of the major issues the IT department of Telstra International had to face on a global level was frequent account lockouts in Active Directory. "We were having lots of issues with account lockouts in different parts of the globe," said Pallab Chakraborty, IT Engineer at Telstra International.

Account lockout is a feature of password security in Windows that disables a user account when a certain number of failed logons occurs due to wrong passwords within a certain interval of time. The purpose behind account lockout is to prevent attackers from brute-force attempts to guess a user's password - too many bad guesses and a person is locked out. Strong password policies and account lockout thresholds exist for very good reasons and have been common practice for a number of years now as the first line of defense against hackers and thieves and are also required by many compliance regulations, especially in financial services industry.

The major drawback of every implementation of an account lockout policy is "false-positive" account lockouts happening because of forgotten, changed or expired passwords. As a result, like most other IT departments, the help desk staff of Telstra International had to resolve numerous account lockout problems each and every day taking time away from business critical IT projects. "Initially we were getting frequent account lockouts in Active Directory. The reason is, users would log in to multiple machines and keep them locked and then when their AD password would expire, they would change the password, but the other desktops or laptops would still be locked with their old passwords," explained Chakraborty. "So this caused frequent account lockout issues and it was impossible to find out what machines users have logged in to and locked with their old passwords".

Solution: Streamlined and Effective Resolution of Account Lockouts

When the situation with help desk tickets became critical, the IT department at Telstra carried out a product search in order to find an appropriate resolution to constant account lockout issues. After reviewing the existing products present on the market, the team immediately decided in favor of Netwrix Account Lockout Examiner, since it was clear that it is one of the few quality products widely recognized among IT professionals and praised by so many satisfied customers. "A research was done on other products, but found out Netwrix was good and a lot of people have already benefitted from this product worldwide," commented Chakraborty.

The client expressed overall satisfaction with both implementation and support procedures: "Deployment was smooth, service was good and on time," said Chakraborty. "It was easy to install and simple to use."

Proven Results: Controlled IT Infrastructure

Having deployed Netwrix Account Lockout Examiner the IT team was impressed by its performance as the product was not only able to resolve the initial problem, i.e. finding the exact pc/laptop which was locked out, but also excelled at fulfilling other tasks as it is capable of troubleshooting account lockouts themselves, e.g. finding potential causes of that and quickly unlocking the accounts. "Netwrix Account Lockout Examiner came to the rescue and after running the tool, we were able to find out from which machine the account lockout was getting generated and it resolved a lot of other issues like that," said Chakraborty.

Thus with the help of Netwrix Account Lockout Examiner the IT team at Telstra managed to meet one of the major objectives: reduce the number of help desk calls and tickets: "The product helped us quickly resolve the lockout issues and reduce our account lockout tickets," commented Chakraborty. Moreover, the IT team was now able to quickly address other related issues, especially in Active Directory and increase the efficiency of handling routine operations. "I would recommend Netwrix Account Lockout Examiner as the product is helpful in solving day-to-day IT needs and troubleshooting Active Directory," concluded Chakraborty. "We are happy to have found Netwrix, because I benefitted from the product and IT operation became smooth."

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 have thousands of customers worldwide. The company is headquartered in Irvine, California, with regional offices in New Jersey, Ohio, Georgia and the UK.

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