Netwrix Customer Success Story

CUSTOMER
Eurobank Tekfen

WEBSITE
www.tekfen.com.tr

INDUSTRY
Banking and Finance

SOLUTION
Change Auditing, Identity Management, Systems Management

PRODUCT
Netwrix All-in-One Suite

PROFILE
Eurobank Tekfen specializes in commercial and investment banking and has 60 branches all over Turkey. The bank is owned 70% by Eurobank EFG Group – the 2nd largest bank in Greece with total assets of €81.9 billion (6M11), more than 20,000 employees and over 1,600 branches in Greece, Bulgaria, Serbia, Romania, Turkey, Poland, Ukraine, UK and Luxembourg.

Financial Institution Chooses Netwrix to Keep their IT Infrastructure Safe and Sound

> " *Netwrix All-in-One Suite integrates a lot of useful solutions that are easy to configure and use, and has a serious price advantage.*

- Savaş Demir,
Infrastructure Manager at Eurobank Tekfen, Turkey

Challenge: Insufficient Resources to Maintain Control Over a Multi-Environmental IT Infrastructure

It is no wonder that large financial institutions often face security challenges, especially in banking, since they often manage thousands of customer accounts and operate with substantial amounts of cash.

Eurobank Tekfen's IT infrastructure consists of a number of distributed environments including Active Directory and GPOs, Exchange servers, VMware, file servers - all managed by the bank's IT department with fairly limited resources. "Basically, we need to know what happened in our IT infrastructure because we manage a lot of systems with few resources at hand. Unfortunately, we do not always have full control of our systems. We simply can't predict the consequences after certain changes are made in our IT infrastructure. And test environments do not always tell the truth," explained Demir.

It's crucial to monitor system changes and, as outlined by Savaş Demir, they include "changes in Active Directory, Exchange Server settings, files and server configuration" among others.

Moreover, the IT department at Eurobank Tekfen was also desperately lacking tools to report logon events, non owner mailbox access events and expiring passwords.

Solution: Streamlined Change Auditing, Identity and Systems Management at a Minimal Cost of Ownership

The Eurobank IT department's main concern was Active Directory change reporting. As a result, a number of change auditing solutions available on the market were considered, however, all of those required the installation of intrusive agents. Having evaluated these solutions, the IT department discovered that apart from a lightweight and easy-to-use Netwrix Auditor for Active Directory, Netwrix has a rich collection of change auditing solutions, security, systems and identity management products integrated into a well-priced Netwrix All-in-One Suite.

A decision has therefore been made to go with Netwrix All-in-One Suite. "Netwrix All-in-One Suite integrates a lot of useful solutions that are easy to configure and use, and has a serious price advantage," said Savaş Demir.

The Netwrix All-in-One Suite has been deployed in several stages. Netwrix Auditor solutions have been deployed first, followed by identity and systems management products.

Eventually, once all Neterix products have been installed, the IT department was pleased with the level of support received from Netwrix sales and technical support teams. For example, whenever Eurobank asked Netwrix to customize certain features of the installed products, the Netwrix development team was prepared to go the extra mile to come up with a ready-to-go solution in little time. "At some point we've asked Netwrix to set up additional options in the tools we were deploying – and this was done successfully in a very limited timeframe," explained Savaş.

Proven Results: Total Enterprise Visibility and Control to Keep the IT Infrastructure Secure

Following the installation of Netwrix All-in-One Suite, positive results were generated very soon across the Eurobank's IT infrastructure. Shortly after the deployment of Netwrix Auditor for Active Directory, the local authority that audits the bank's IT security, carried out a fake intrusion into the bank's servers.

Thanks to Netwrix Auditor's ability to create real-time alerts that show who changed what, when, and where for all changes in a legible and user-friendly format, the bank's IT department was able to meet their security goal – track and report on changes related to a third-party intrusion. The audit was therefore successfully passed.

"We had a penetration test from the local authority when they tried to gain control over some servers by adding themselves to certain groups. We could not stop them but thanks to real-time alerts we were immediately informed about this activity. The auditor marked it in their report as a positive point," said Savaş Demir.

Another example of the IT department's readiness to address security issues in an Exchange Server environment was when a user's SMTP address suddenly changed and it was crucial to immediately report to the management on a cause of the issue. Luckily, the IT department has already been armed with Netwrix Auditor for Exchange, which was quick to deliver an appropriate report.

"Another example was the default SMTP address of one of the users that had been changed, which led to the management asking: "How could it have happened?" We followed the reports and found out which action was the cause and reported it. Otherwise, it would have been impossible to find out what happened by using DC logs," said Demir.

Eventually, the Eurobank Tekfen's IT department was able to fully benefit from other Netwrix products included in Netwrix All-in-One Suite, and pointed out just how critical the Netwrix solution is for any system administrator: "Netwrix All-in-One Suite has a lot of change auditing solutions useful for administrators. We are happy to have chosen Netwrix as all change auditing Netwrix Auditor solutions made an immensely positive difference for us."

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 offer products that are used by more than a hundred thousand of companies worldwide. The company is headquartered in Irvine, California, with regional offices in New Jersey, Ohio, Georgia and the UK.

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