

**Customer:**

Boston Medical Center

**Web Site:**<http://www.bmc.org/>**Number of Users:** 12,000 users**Industry:** Healthcare**Solution:**

Identity Management

**Product:**[Inactive Users Tracker](#)**Vendor:**

NetWrix Corporation

Phone: 888-638-9749

Web Site: [www.netwrix.com](http://www.netwrix.com)**Customer Profile:**

Boston Medical Center is a private, not-for-profit, 639-licensed bed, academic medical center and the primary teaching affiliate for Boston University School of Medicine. Consistent with its mission to provide the best in health care to all, it is the largest safety net hospital in New England and reaches into the community as a founding partner of Boston HealthNet, a network of 15 community health centers through Boston serving more than a quarter million people annually.

## Automated Active Directory Account Deactivation in a Large Healthcare Infrastructure

“NetWrix Inactive Users Tracker has allowed us to easily automate the account cleanup process and free up valuable engineering hours. We have also been able to save money on our anti-spam and e-mail archiving products that are licensed on a per mailbox basis.”

Joseph Ciccolo, IT Manager, Boston Medical Center

Boston Medical Center, a non-profit hospital affiliated with Boston University's School of Medicine and 15 other community health centers, is the largest safety net hospital in New England. The steady influx and departure of students and doctors migrating in and out of the hospital made it difficult to manage stale Active Directory user accounts, and a more efficient system was necessary to promote a well-maintained IT infrastructure. Previous inactive account-tracking methods resulted in wasted manpower and money, and the hospital's IT department knew that a change was necessary.

## Challenge: Inactive Active Directory Accounts Wasting Valuable Manpower and Money

Boston Medical Center's Human Resources department defines an account as stale when it has not been logged onto in 210 days. The IT department was burdened with the task of identifying all such stale accounts, but struggled with the challenges presented by the responsibility. Previous methodology regularly overlooked inactive users, and the IT department knew that a more reliable solution was necessary—one that would recognize and pull inactive users while reporting to several groups at the application and information security level. As it was, Boston Medical Center was wasting valuable time and

# NETWRIX CUSTOMER CASE STUDY

money trying to manage the process manually, and that is when the IT department began looking for an automated solution. “We thought we were doing a great job keeping up with stale accounts,” said Ciccolo. “After evaluating NetWrix Inactive Users Tracker, we were shocked to find a significant amount of stale accounts that our old scripting process missed.”

## Solution: NetWrix Inactive Users Tracker

That is when Boston Medical Center decided to go with NetWrix Inactive Users Tracker, an automated solution that monitors the lastLogon attributes of all users to identify stale accounts.

“We as an internal group have been working through this process for over a year looking at various commercial products, such as Hyena, and even tried our hand at some internal scripting,” said Ciccolo. “Only NetWrix was able to produce an automated process that did not require extensive hand-holding. Once we had the tool in house, we were able to deploy it in production in less than one week without any issues, and we received only pleasant surprises.”

NetWrix Inactive Users Tracker monitors the lastLogon attributes of all user accounts to automatically identify any accounts in opposition to the pre-configured inactive user threshold. After sending automated e-mail reports notifying administrators of inactive accounts, the tool optionally deactivates inactive accounts by disabling, moving them to other OU's, or simply deleting them. There is also an option to notify the supervisor of an employee whose account is being deactivated. The additional capability allows administrators to process stale computer accounts

similar to user accounts.

“We decided to go with NetWrix because it was able to meet the requirements of our Human Resources department right out of the box,” said Ciccolo. “Our deployment went very smooth, and so far, technical support has been great.”

## Proven Result: Automated Inactive User Tracking that Saves Valuable Resources

Since implementing Inactive Users Tracker, the IT department was able to comply with Boston Medical Center's Human Resources department in a fashion that optimized both time and money. Tracking all inactive users in opposition to the 210-day standard was as easy and resource-friendly as ever.

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## 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.