



**Customer:**

Global integrated energy and chemicals company

**Number of Users:**

34,000 employees worldwide

**Industry:** Energy

**Solution:**

Identity Management

**Product:**

[Account Lockout Examiner](#)

**Vendor:**

NetWrix Corporation

Phone: 888-638-9749

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

**Customer Profile:**

Multinational energy and chemicals company with 10 billion dollar annual revenue that adds value to coal, oil and gas reserves, using feedstocks to produce liquid fuels, fuel components and chemicals through its unique proprietary technologies.

## Fast and Effective Account Lockout Solution in a Big Business Environment

“Using [NetWrix Account Lockout Examiner] helped us respond faster and minimize the impact to the user community.”

Rick Tuttle, operations manager at large integrated energy and chemical company.

A busy team of dedicated IT professionals at a large integrated energy and chemical company administered everyday IT activities, overseeing the company’s broad networking environment. Support from the helpdesk was meticulous, yet extensive, so operation time was at a premium. Consequently, when a sudden surge of user account lockout complaints began to cramp the help desk with time-consuming dilemmas, a fast and effective solution was needed immediately.

## Challenge: Unknown Source Caused Company-Wide User Account Lockouts

An already busy IT staff was suddenly burdened with resolving a widespread user account lockout crisis that resulted in complaints throughout the company. Often times, employee lockout was the result of three successive failed attempts to log in. Many users, however, insisted that they had correctly implemented their user password, but were nonetheless locked out after one attempted log-in. Aside from the overwhelming flood of IT complaints, the odd lock-out description provided reason to believe that there was a malware attack. Thus, the company decided that a solution was needed to help manage the surge and simultaneously determine the root cause of the issue.

# NETWRIX CUSTOMER CASE STUDY

## Solution: Account Lockout Examiner

That is when the perplexed team of IT professionals turned to NetWrix Account Lockout Examiner to remedy the influx of help desk tickets. NetWrix Account Lockout Examiner gives users the ability to identify account lockouts in real time via automated E-mail alerts to operators, troubleshoot account lockouts by isolating the cause of the problem and proactively resolve the situation at hand without affecting user productivity. This promotes security within an organizational network while enabling users to log into their accounts, thus ensuring that the help desk can spend its time dealing with more pressing issues. Thanks to Account Lockout Examiner, the IT staff was able to easily install a solution and immediately determine that the source of the attack was an isolated engineering network that was infected with Conficker worm, a worm that often causes widespread account lockouts.

“The Netwrix Account Lockout Examiner tooled in mitigating the Conficker outbreak,” said Rick Tuttle, operations manager of a large integrated energy and chemical company. “By determining the source, the [Active Directory] administrator could isolate the infected network. Using the tool helped us respond faster and minimize the impact to the user community.”

## 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.