

**DOSTER**  
CONSTRUCTION COMPANY**Customer:**

Doster Construction Company

**Web Site:**[www.dosterconstruction.com](http://www.dosterconstruction.com)**Number of Users:** 225**Industry:** Construction**Solution:**

Identity Management

**Product:**[NetWrix Password Manager](#)**Vendor:**

NetWrix Corporation

Phone: 888-638-9749

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

Founded in 1969, Doster Construction is a \$306 million company that provides preconstruction, general contracting, construction management, and design-build services for educational, healthcare, industrial, and multifamily construction projects. Based in Birmingham, Alabama, Doster has additional offices in Orlando, Nashville, and Atlanta, the company is consistently ranked among the nation's top 400 contractors.

## Implementing Strong Password Policy on Time and Within Budget

“NetWrix Password Manager met the features we needed and it greatly reduced our administrative load.”

CJ Rainer, Network Support Specialist, Doster Construction Company.

With 225 employees working at various locations and project sites throughout the southeastern United States, the company's IT team chose to adopt a new strong password policy in order to maximize company security – a decision that led to increased concerns surrounding the ability to securely manage employee passwords and prevent account lockouts. Doster sought a simple, deployable solution that could easily be implemented to rectify all password management issues for the IT team and minimize the time spent on such issues. This solution would ultimately pave the way for a rapid ROI through Doster's reduction in IT support costs.

## Challenge: Securely Manage Passwords and Resolve Account Lockout Incidents

Password management is the most common IT support issue that organizations face today. As security issues have become more critical, the need to implement stronger password policies becomes more vital. As a result, companies have noted cost increases as additional resources are spent to combat this expanding challenge. The IT team at Doster Construction fell into such a category and required a password management solution that would effectively curb its surging support costs without compromising company security. Prior to implementing the new password policy, Doster employees were never required to change their user passwords. The company's IT team was looking for a cost-effective, proven tool that would automate the process for its workforce without hassle.

“We knew going to complex passwords and forcing users to change their passwords would be a challenge,” said CJ Rainer, Network Support Specialist at Doster Construction. “Along with the fact that we have limited IT resources, we needed self-service solution software for password

# NETWRIX CUSTOMER CASE STUDY

management that our users could use.”

## Solution: NetWrix Password Manager

Doster Construction’s IT team turned to NetWrix Password Manager to solve the aforementioned problem. The Password Manager significantly reduced the work load of Doster’s IT team by giving its end users the ability to securely manage their passwords and resolve account lockout incidents themselves – without having to contact the IT personnel. The product allowed end users to reset forgotten passwords and unlock their accounts manually, through a convenient, Web-based system and seamless integration with the standard Windows logon procedure that provides password reset functionality directly from the logon prompt window. Such functionality allowed the company’s IT team to quickly implement strong password policies and increase security while saving a significant amount of time, which could then be used to address more pressing IT projects.

“We could have used the native Active Directory tools but we only have two IT people for this task, and the Password Manager greatly reduces our administrative load,” said CJ Rainer. “It met the features we needed – Webbased and login [prompt window] assistance. Plus, the price was significantly lower than that of the competition.”

## Conclusion

Implementation of a strong password policy leads to frequently forgotten passwords and account lockouts, increasing the overall administrative

burden. NetWrix Password Manager empowers IT infrastructure and reduces support costs while increasing operational efficiency. Without putting into place a proven solution such as NetWrix Password Manager, Doster Construction would have been forced to increase its IT staff or give up on other IT projects in order to address the growing concerns surrounding password management. “The deployment of the Password Manager went well,” said CJ Rainer. “Planning was about two weeks and deployment took only 48 hours with GPO pushes to all user workstations. The NetWrix sales and technical support has been great; they both are very responsive and highly knowledgeable about their products. NetWrix Password Manager was the perfect solution; it not only gave our users the ability to reset and unlock their passwords from the login screen, but was well within our IT budget.”

## 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.