

**Customer:**

MedSynergies

Web Site:www.medsynergies.com**Number of Users:** 500**Industry:** Healthcare**Solution:**

Identity Management

Product:[NetWrix Password Expiration Notifier](#)**Vendor:**

NetWrix Corporation

Phone: 888-638-9749

Web Site: www.netwrix.com**Customer Profile:**

Founded in 1996 by a group of physicians, MedSynergies optimizes technology and builds on trusted patient relationships, enabling hospitals and physician practices to offer quality health care. MedSynergies partners with health care organizations and physicians to align their operations by providing revenue cycle management, practice management, consulting services, business process analysis and software integration solutions.

Minimizing Users' Frustration with Strong Password Policies

“We needed a way to notify some of our clients that use our Exchange system about their AD passwords expiring because their PCs were not on our windows domain. The Password Expiration Notifier allows us to send the clients to a web interface where they can change their passwords before they expire, and it has been most helpful to us and our clients.”

Kirk Shankle, Network Administrator, MedSynergies

The IT department at MedSynergies struggled to find a solution that satisfied both internal password guidelines, as well as a horde of frustrated clients whose passwords were constantly expiring without warning. Users were becoming increasingly unhappy with the consistent password expirations, and it was clear that a resolution was necessary.

Challenge: Strict Password Policies Result in User Frustration

Strict password policies generally require users to change their passwords once within a pre-determined amount of days. This keeps the corporate systems safe from intruders, and it is also necessary to ensure adherence to many modern compliance regulations. Unfortunately, the regular need to update passwords does have its downside: password expirations. Password expirations result in costly downtime and user frustration, and in order to satisfy clients who didn't have access to the standard Windows logon prompt, MedSynergies was hard-pressed to find a resolution that could reduce the side-effects of its strong password policy.

Solution: NetWrix Password Manager

Luckily, MedSynergies found NetWrix Password Expiration

NETWRIX CUSTOMER CASE STUDY

Notifier, a resolution to the expiration problems that had previously plagued its clients and IT administrators.

“Deployment was easy,” said Shankle. “Testing took about 20 minutes and deployment took even less. We did look for other solutions but not for long, as the NetWrix solution was perfect for us. Inexpensive and easy to configure was what we were looking for, and ultimately, that’s what made us choose NetWrix. Additionally, NetWrix’s easy licensing model helps us to account for the costs associated with the product.”

Aptly named, Password Expiration Notifier regularly checks all Active Directory users whose passwords are set to expire within a pre-defined amount of days. Then it sends customizable e-mails to the users, notifying them that it’s time to change their password. As a result, the easy-to-use NetWrix solution prevents most passwords from expiring and greatly reduces user frustration.

“Password Expiration Notifier enabled us to smooth things out with a client who was unhappy with the previous lack of password notifications,” said Shankle. “Password Expiration Notifier enables users to have no disruptions in the services we provide to them.”

For MedSynergies, NetWrix Password Expiration Notifier was the way to go. Since deployment,

password expirations have essentially been eliminated, and as a result, client satisfaction has increased.

“I have been doing software deployment for 10 years and there always seems to be one hang-up, but NetWrix Password Expiration Notifier had no hang-ups and has worked perfect for us since we turned it on,” said Shankle.

Password Expiration Notifier quickly helped MedSynergies meet the needs of its customers without having to sacrifice strong its password policy, and as a result, the IT department was pleased with its decision to implement NetWrix’s cost-effective and simple solution.

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.