DAK Americas

Customer: DAK Americas
Web Site:
www.dakamericas.com
Number of Users: 1000+
Industry: Manufacturing

Solution:
Identity Management

Products:
Password Manager
Password Expiration Notifier

Vendor:
NetWrix Corporation
Phone: 888-638-9749
Web Site: www.netwrix.com

Customer Profile:
DAK Americas is a globally competitive supplier of Terephthalic acid (TPA) - Monomers, Polyethylene Terephthalate Resins(PET) and Polyester Staple Fibers (PSF) for the western hemisphere. The company is headquartered in Charlotte, NC with manufacturing facilities in the Carolinas. Innovation is the foundation for the future at DAK Americas, where the assets of technology and experience are combined to deliver a continuous stream of specialty products. Bringing these specialty products to market, as well as providing highly efficient low-cost commodity products keeps customers competitive on a global basis.

Self-Service Password Management Decreases Costs and Frees Up IT Resources

"We were looking for a product to allow users to manage their own Active Directory (AD) accounts and minimize the time IT spends on that particular task. NetWrix Password Manager provided a simple, easy to use product that did what we needed at a reasonable price."

Donald Congleton, IT Manager, DAK Americas

As the global leader in production of Terephthalic acid (TPA) - Monomers, Polyethylene Terephthalate Resins (PET) and Polyester Staple Fibers (PSF), DAK Americas provides its products to much of the western hemisphere. The company, which is headquartered in North Carolina, relies on innovation and technology to produce very high quality polyester with minimal overhead.

Challenge: Routine Password Management Consumes IT Helpdesk Resources

Efficient password management had long eluded the IT department at DAK Americas. The IT helpdesk regularly struggled with end users idled by forgotten and expired Active Directory passwords, and the challenge of balancing mundane password administration activities with other higher priority and necessary IT duties had quickly become very important.

Administrators were hard-pressed to cut down on password-related support tickets, and accordingly, the IT department began looking for a way to allow the end users to increase the level of ownership of their own Active Directory passwords. In addition, they were in search of a mechanism that would enable proactive password expiration prevention through regular warnings to users who were often given extended periods of time off and may not have seen the notifications before it was too late.

"Our need was reactive," said Congleton. "Our IT department was spending too much time on password management and we needed a product that would provide alerts via e-mail for pending password expirations, as well as provide a self-service portal that would allow end users to reset passwords

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on their own, without contacting our helpdesk at all."

"We tried an in-house developed tool, but it contained several flaws", Congleton added. "We looked at several external products available, but none fully suited our needs until we found the NetWrix Option."

Solution: Fully Automated Self-service Password Management

That's when DAK America's turned to NetWrix.

"We had experience with NetWrix products previously," Congleton said. "NetWrix products are simple, easy to use, and they do exactly what we need at a reasonable price."

For DAK America, the answer to their password management challenges was a combination of NetWrix Password Manager and NetWrix Password Expiration Notifier. Together, the two products combined to solve DAK America's everyday password management issues with ease.

NetWrix Password Manager, a simple solution that allows users to reset forgotten passwords and unlock accounts through a web-based, self-service portal and integration with the standard Windows logon procedure, takes much of the burden off the IT department. The product uses the challenge-response authentication (also known as question-and-answer verification) for user verification, and logs all self-service operations for compliance audits and easy access by IT personnel interested in auditing of password management activity.

NetWrix Password Expiration Notifier had provided DAK America's end users with automated e-mail notifications of impending password expirations. The product periodically checks all users in the specified Active Directory domains or OUs to detect ones whose passwords are about to expire, and sends customizable notification e-mails to the respective

account owners. The product also sends summary reports to designated system administrators by e-mail.

"NetWrix products are very intuitive and simple to use," said Congleton. "To date, I have been very pleased with all NetWrix representatives I have interacted with."

"Ultimately, the NetWrix products allow us to accomplish a higher level of end user account management, which in turn results in a reduction in IT involvement," Congleton added. "This allows more time for more important activities."

Proven Result: Improved Helpdesk Efficiency and Decreased IT burden

Since deploying both NetWrix Password Manager and NetWrix Password Expiration Notifier, the DAK America IT Department has enjoyed a significantly decreased load that allows IT personnel to spend more time on pressing issues. Affording end users with the ability to manage password-related responsibilities on their own has optimized both user and helpdesk efficiency.

"NetWrix products have been very solid for us," Congleton said. "They just do what they say they will."

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.