

**Customer:**

Silverstone Group

Web Site:<http://www.silverstonegroup.com/>**Number of Users:** 200 users**Industry:** Insurance**Solution:**

Identity Management

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

NetWrix Corporation

Phone: 888-638-9749

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

Established in 1945, SilverStone Group is a full-service, resource management company offering customized services for business and private clients. Through a variety of insurance services, such as risk management, employee benefits, consulting and private client services, Silverstone is able to meet the needs of its customers with quality customer service.

Solving Password Expiration Issues in a Windows 7 Environment

“We no longer have users calling the helpdesk about expired network passwords. NetWrix Password Expiration Notifier has worked very well for our company.”

Cathy Kane, Network Engineer, Silverstone Group

Efficiency and production were tied tightly together at Silverstone Group, a full-service insurance agency that prided itself in excellent customer service. With five offices and 200 associates, the IT department already had its hands full with helpdesk ticket requests. Internal support issues threatened to disrupt the user efficiency necessary to uphold optimal customer support, and administrators were suddenly left dealing with an influx of Active Directory password expirations.

Challenge: Windows 7 Lacks Password Expiration Notifications Introducing IT Helpdesk Burden

The Silverstone IT department always relied on default Windows pop-up messages to warn end users that their passwords were nearing expiration, and that it was time to make a change. Following an operating system upgrade from Windows XP to Windows 7, however, administrators quickly realized that users were no longer getting the default password expiration reminders. Expiration dates were coming and going without the knowledge of end users, and the helpdesk was inundated with time-consuming helpdesk calls as a result. Frustrated employees were continually wasting valuable time dealing with password expirations, and helpdesk administrators were left with the heavy

NETWRIX CUSTOMER CASE STUDY

burden of the sudden password expiration influx. The Silverstone IT department was in need of a solution that would automatically remind end users when it was time to change their passwords.

Solution: Automated Password Expiration Notifications

That is when Silverstone discovered NetWrix Password Expiration Notifier, an identity management solution that monitors specified Active Directory domains and organizational units for users with passwords nearing expiration. The NetWrix tool sends customizable notification e-mails to account owners so they can make the necessary modifications before their passwords expire. The tool also sends summary reports to system administrators, allowing proactive management of password expiration issues for both end users and service accounts.

“We did a quick Google search for password expiration and found NetWrix,” said Kane. “I downloaded the test and it was very easy to install. The price was very reasonable compared to the frustration of the users being locked out of the network, so we purchased the product immediately and it was installed with no problems.”

Proven Result: Automated Password Notifications Boost User Productivity and Decrease IT Helpdesk Costs

Since deploying Password Expiration Notifier,

Silverstone employees are once again able to manage their passwords without assistance from the helpdesk. Automated notification e-mails ensure that users are aware of impending password expirations, allowing them to make the necessary changes before it is too late. The NetWrix tool, as a result, has limited user downtime and helpdesk workload to maximize internal productivity.

“We no longer have users calling the helpdesk about expired network passwords,” said Kane. “We chose to give the user three reminders about their upcoming password expirations. We then gave specific instructions in the password notification message on how to change their password. NetWrix Password Expiration Notifier has worked very well for our company.”

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.