



Customer: Population Council

Web Site:

www.popcouncil.org

Number of Users: 600

Industry: Others

Solution:

Identity Management

Endpoint Management

Products:

[NetWrix Identity Management Suite](#)

Vendor:

NetWrix Corporation

Phone: 888-638-9749

Web Site: www.netwrix.com

Customer Profile:

Mammoet, the global industry leader in integrated heavy lifting and transportation services, specializes in customer-driven and tailor-made solutions for both on-shore and offshore projects. Through the company's turnkey lifting operations, off-shore ship wreck removal and a strong commitment to people and equipment, Mammoet prides itself in providing the best and most cost-effective service for its clients.

Straightforward Identity Management Minimizes Routine Administration Costs

“We were looking for a simple solution that would provide end-user identity management capabilities that minimized involvement from the IT help desk. NetWrix Identity Management Suite is a no-nonsense solution that has done that and more.”

Stan Mierzwa, IT Director, Population Council

The Population Council is an international, nonprofit, nongovernmental organization that seeks to improve the well-being and reproductive health of current and future generations around the world. Established in 1952, the council conducts research in three primary areas: HIV/AIDS; poverty, gender and youth; and reproductive health. With 21 offices in 18 countries around the world, the council relies on thousands of employees in many different time zones to continue upholding the global mission.

Challenge: Routine Identity Management Places Unwanted Burden on IT Help Desk

As a global non-profit with thousands of employees stationed around the world, the Population Council's IT department had its hands full working around the clock to provide quality IT support and administration. With so many different users positioned across the globe, identity management had become a huge burden.

“We were looking for a no-nonsense simple solution to provide a user identity management tool that would minimize our IT help desk efforts,” said Mierzwa. “Our organization is spread across 18 countries in many different time zones, and at the end of the day, we wanted our staff to be able to do their day jobs without user account administration.”

Following an internal audit that suggested more attention be directed toward system accounts, however, it was clear that failing to provide sufficient identity management was not an option. The IT department was

NETWRIX CUSTOMER CASE STUDY

in search of a balance that would enable account administration, including inactive account deactivation and self-service password management, without interfering with daily tasks or valuable time that could otherwise be spent working on important projects.

“We did look at various integrated solutions, but needed something that would permit for a quick deployment,” said Mierzwa.

Solution: Streamlined Identity Management

It wasn't long before the Population Council discovered [NetWrix Identity Management Suite](#), a fully-integrated solution that would streamline identity management. The Identity Management Suite automates user identity lifecycle, enables self-service password management capabilities, helps to enforce strict password policies and minimize the IT help desk costs. The solution puts much of the simple routine responsibilities into the hands of the end users themselves, inherently removing mundane tasks from the hands of the IT help desk.

“We decided to go with NetWrix because of the free trial and the quick technical support that they provided when we wanted to get a demo version going,” Mierzwa said. “The service that we've received from NetWrix since has continued to be good ever since, as they are quick with follow-ups and even getting senior developers on the line when needed.” The NetWrix Identity Management Suite takes much of the administrative burden off the IT help desk through self-service password management capabilities, proactive prevention of password expirations via automated e-mail reminders, automatic de-provisioning of inactive Active Directory user accounts, simplified management of privileged accounts and more. “We love the fact that the product was so simple to install and get working,” Mierzwa added. “Very little training was needed for IT staff or the users, so it was very easy to implement.”

Proven Result: IT Help Desk Relieved of Routine Responsibilities

Since installing NetWrix Identity Management Suite, the Population Council's IT department has enjoyed the benefits of automated identity management without the hassle of administrative support tickets and an inundated IT help desk. As a result, the organization has proactively responded to the suggestions made during its internal auditing, and has done so without making any major infrastructure alterations and expensive employee training.

“The NetWrix Identity Management Suite was very easy to implement, and it enabled us to meet an internal auditing requirement,” Mierzwa said. “It has also allowed us to monitor unused accounts more actively, and it sends automated alerts that notify us when an old account has been deactivated.”

Reflective of their satisfaction with the NetWrix Identity Management Suite is the fact that following their deployment, the Population Council has since decided to look into deploying additional solutions from NetWrix.

“I am happy with the decision that we made to go with NetWrix,” said Mierzwa. “In fact, we are now interested in some additional NetWrix solutions, such as the File Server Change Reporter for [file share access permission auditing](#).”

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.