

**Customer:**

RXR Realty

**Web Site:**<http://www.rxrrealty.com/>**Number of Users:** 130**Industry:** Real Estate**Solution:**

Identity Management

**Product:**[NetWrix Account Lockout Examiner](#)**Vendor:**

NetWrix Corporation

Phone: 888-638-9749

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

RXR Realty is the New York Tri-State area's premier real estate operating company. With a significant presence in the New York Tri-State area, the Company has established a franchise uniquely positioned to provide the highest quality real estate and premier services. Each of the Company's core disciplines is fully integrated – from acquisitions, design and development and construction, to leasing, property and asset management and finance. The Company's infrastructure, depth of management and financial strength ensure a significant competitive advantage across its markets, defining its position as the leading real estate owner and developer in the Tri-State area.

## Real-time Account Lockout Management Maximizes User Productivity

“NetWrix Account Lockout Examiner is a simple solution to our specific need, at a reasonable price. We would definitely recommend it to other IT departments.”

Philip Bryan, Director of Information Technology, RXR Realty

RXR Realty prides itself in being New York Tri-State area's premier real estate operating company. With a significant presence in the New York Tri-State area, the Company has established a franchise uniquely positioned to provide high-quality real estate and premier services. That being the case, IT efficiency is paramount to the sustainment of RXR Realty's carefully constructed brand, and the IT department was looking for ways to maximize user productivity.

## Challenge: Active Directory Account Lockouts Hindered User Productivity

RXR Realty had already proven itself as a major player within Greater New York's competitive real estate industry. With hundreds of customers spanning across New York, New Jersey, Westchester and Connecticut, attracting business was never a problem. Maximizing productivity in order to meet the needs of their ever-increasing customer base, however, was, and RXR Realty's IT department continued looking for ways to ensure optimal efficiency that met the company's business standards.

As was the case for most IT departments, Active Directory account lockouts were a nuisance for both the IT department and the frustrated users. Account lockouts were a source of wasted manpower for end users and IT administrators alike, and RXR Realty was looking for a solution that would alert administrators immediately upon account lockout, and provide them with the opportunity and knowledge necessary to address these problems quickly.

# NETWRIX CUSTOMER CASE STUDY

## Solution: Real-time Account Lockout Alerting and Troubleshooting

After struggling with the frustrations and lost productivity associated with Active Directory account lockouts for long enough, the IT department decided to look for a solution that would decrease the impact of this common issue. That is when RXR Realty found NetWrix Account Lockout Examiner, a purpose-built solution that identifies account lockouts in real time, troubleshoots those lockouts, and provides quick resolutions that allow users to get back into their accounts. The solution notifies all operators of account lockouts by way of real-time e-mails that include links to a Web-based console for quick access to account details and operations. The lockout investigation engine then helps administrators find the potential cause of the issue, such as mapped network drives, disconnect remote desktop sessions, and so forth. Account Lockout Examiner then allows users to unlock accounts via a Web-based console.

“We explored several different options before deciding to go with Account Lockout Examiner,” said Bryan. “We also tried to use built-in Windows utilities, but then we found NetWrix, and nothing seemed to work as seamlessly as Account Lockout Examiner.”

“The NetWrix Account Lockout Examiner installation and configuration was easy and without issue,” Bryan added. “In addition, NetWrix technical support is among the best we’ve ever encountered. We had one minor hitch, and support responded quickly, diagnosed it accurately, and resolved our issue.”

## Proven Result: NetWrix Account Lockout Examiner Minimizes Pains Associated with Account Lockouts

NetWrix Account Lockout Examiner provides RXR Realty with the real-time alerting and troubleshooting capabilities necessary to resolve all types of account lockouts as quickly as possible. The solution has optimized user productivity by significantly decreasing the amount of time users have to wait idly until a lockout is resolved. It also allows IT administrators to spend their time on important IT projects instead of manually dealing with account lockouts

“NetWrix Account Lockout Examiner is a simple solution to our specific need, at a reasonable price. We were looking for an affordable solution that would address our needs, and NetWrix Account Lockout Examiner met all of our requirements. I would definitely recommend it to other IT departments.”

## 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.