

# Netwrix Customer Success Story



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## HBOR Has Improved Its Visibility into File Servers and Increased Its IT Team's Productivity with Netwrix Auditor

The Croatian Bank for Reconstruction and Development (HBOR) is Croatia's national development bank. HBOR's mission is to support sustainable economic growth by offering a wide range of finance and export credit-insurance products and by issuing bonds and guarantees.

HBOR cooperates with a wide range of organizations, including export-credit agencies, international banks and supranational institutions, to meet Croatian entrepreneurs' needs.

“*After deploying Netwrix Auditor, we felt even more comfortable with our decision. Netwrix Auditor looks polished, works very fast and is super-rich in its features. The recent upgrade has Interactive Search, which simplifies our daily routine by instantly finding necessary audit data. Netwrix Auditor is so convenient and user-friendly that it didn't take much time or many resources to integrate it into our IT workflow.*”

- Ivan Kovač  
Information Security Coordinator  
HBOR



## Ivan Kovač

Ivan started his IT education at Whitgift School, Croydon, UK, in 1994. Ivan has more than 15 years of IT work experience. He graduated from the risk assessment department and specialized in Web services security and recently was awarded with ISACA Certified Information Security Manager certificate. Today Ivan is Information Security Coordinator within the IT department of a government-owned bank. Ivan is responsible for introducing new technologies and for testing and implementing new security systems in the management of vulnerability, policy compliance, auditing, and security events.

# Challenge: Improve Visibility to Data Access and Usage

HBOR is a government-owned bank. Operating under a specifically adopted Croatian law, HBOR's IT team succeeds to meet the level of international security and data governance policies. Regular independent audits, which are initiated by the bank itself, help the IT team to ensure that internal IT security processes successfully protect millions of confidential customer records against loss, theft or unauthorized use.

Without an auditing solution, controlling every change that HBOR's employees make to its hundreds of thousands of files and folders would be a cumbersome task. "We had several challenges in which employees were claiming that files had disappeared," said Ivan Kovač, HBOR's Information Security Coordinator. Thus, the IT team wanted to bring visibility to data usage and enable continuous monitoring of those who are accessing, creating, modifying or deleting shared files.

The second major reason to deploy an auditing solution was the need to simplify the reporting. The IT team had to spend a lot of time to retrieve audit data to meet different requests. Regularly, the top management team needs proof that all permissions comply with internal security policies, and middle management asks to double-check if access rights are granted correctly.

# Netwrix Solution: Simplify Internal Operations and Save up to 15 Hours on Tedious Tasks

HBOR's IT team has been using Netwrix solutions for several years now. After starting with some of Netwrix freeware tools and being satisfied with the quality of those products, they decided to extend their functionality and deployed Netwrix Auditor for File Servers.

"We were intrigued when the new Netwrix Auditor, version 7, was released. We had been using Netwrix Auditor 6.5 already, but we made a decision to upgrade after I saw new features like Interactive Search, which would perfectly simplify our daily routine with finding necessary audit data," said Ivan. "I was the person responsible for the upgrade. I carefully followed every step of User Guide, and voilà! Netwrix Auditor looks polished, it works super-fast, and it is super-rich in its features."

Netwrix Auditor was also helpful during a recent reorganization, which resulted in several new departments in the bank's structure. The IT team had to change permissions for the majority of users, which caused even more confusion, but Netwrix Auditor brought visibility to these changes and helped with

the reporting to the Board to prove that the new file permission structure was correct and in compliance with internal policies. Recently Netwrix Auditor also helped pinpointing bugs in hardware driver update which were causing some system files to disappear, creating major disturbances in both the business processes and IT operations.

“Without Netwrix Auditor, three members of our team would have spent 16 hours to manually gather the data and make up the reports to highlight all critical changes. The actual results Netwrix Auditor has brought us exceeded all our expectations – with this solution, the whole task took us only 15 minutes.”

The IT team is required to regularly submit reports to the bank’s IT Board, so they benefit greatly from using Netwrix Auditor: “We used to spend from 10 to 15 hours each quarter to create a report that covers user permissions across the entire file system, and this report needed to be understandable to nontechnical people,” Ivan said. “Netwrix Auditor has solved this problem in one click.”

At the same time, Netwrix Auditor helps middle management to ensure that permissions are both accurate and up-to-date, and it gives employees continuous access (on a need-to-know basis) to necessary files and folders. These questions are often addressed to the bank’s help desk, which is responsible for providing support to the end users. The Interactive Search feature easily indicates the exact search criteria, so IT pros are able to resolve these requests much more quickly.

“After deploying Netwrix Auditor, we had a small internal training for our help desk specialists, and we felt even more comfortable with our decision. The recent upgrade has Interactive Search that simplifies our daily routine by instantly finding necessary audit data. Netwrix Auditor is so convenient and user-friendly that it didn’t take much time and many resources to integrate it into our IT workflow,” Ivan commented.

Today, Netwrix Auditor helps HBOR to keep control over centralized file storage and to simplify the process of report generation. By taking full advantage of Netwrix Auditor, the bank has made significant improvements to its IT team’s productivity and reduced its workload on routine tasks concerning the file change auditing by a factor of 5. Complete visibility into every change made to files, folders, and permissions has helped HBOR to further improve its internal IT operations.

## About Netwrix Corporation

Netwrix Corporation provides IT auditing software that delivers complete visibility into IT infrastructure changes and data access, including who changed what, when and where each change was made and who has access to what. Over 150,000 IT departments worldwide rely on Netwrix to audit IT infrastructure changes and data access, prepare reports required for passing compliance audits and increase the efficiency of IT operations. Founded in 2006, Netwrix has earned more than 70 industry awards and was named to both the Inc. 5000 and Deloitte Technology Fast 500 lists of the fastest growing companies in the U.S. For more information, visit [www.netwrix.com](http://www.netwrix.com).

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