

Netwrix Customer Success Story



CUSTOMER
Al Foah Co.

WEB SITE
www.alfuah.ae

INDUSTRY
Agriculture

SOLUTION
Change Auditing

PRODUCTS
Netwrix Auditor

PROFILE

Al Foah Co. is the world's largest producer of dates and is a member of the General Holding Corporation, Abu Dhabi. It was established in 2005 by the Abu Dhabi Executive Council with the objective of making UAE dates sector financially viable and internationally competitive. The company specializes in producing dates: dried fruit, syrup, paste, vacuum packed dates etc. Al Foah production facilities include: Emirates Dates Factory at Al Saad, Al Marfa Dates Factory, Dates Receiving Centers in the Emirate of Abu Dhabi, Al Foah Farm in Al Ain City (the largest organic farm in the world) and some others.

How the World's Largest Date Agriculture Company "Planted" File Server Auditing

“ *Netwrix Auditor for File Servers came as a handy solution for auditing, organizing, reporting and archiving all kind of required changes... It really removed the burden of huge auditing requirement of our IT department.*

*- Ahmed Maged,
Senior System Engineer at Al Foah Co.*

Challenge: Native Auditing of File Servers – Time-Consuming and Resource Intensive

Very often IT departments have to deal with complex situations on the spot and that is when suddenly they realize they could resolve the issue almost in no time if only they had the right tool in place. Otherwise it sometimes takes weeks to go through security audit logs on multiple servers before finding out who changed or accessed what files, where and when. The IT department at Al Foah Co. was no exception when they once discovered some sensitive data had been deleted from their file servers and they were forced to spend too much time looking for answers. At first they tried using native tools from Microsoft to help them deal with the problem; however the change auditing process was still very time-consuming. “We already worked with native tools which did some of what we looked for. But it required time and effort that we may not always have,” said Ahmed Maged, the Senior System Engineer at Al Foah.

At this very moment they realized the need in a specialized change auditing tool: “We were looking for an auditing solution to avoid us the time wasted reading thousands of logs to figure out who did what. The need was based on reactive approach after some sensitive data was deleted and we needed to get to old backups for restoration,” continued Maged. The most important goal was reporting on all changes to file servers including file deletions. At the same time, the management was interested in getting regular reports on HR and Finance file access which also became one of the must-have capabilities of the desired solution: “Main requirement was for file server changes and deletion audit. We wanted to make sure that whoever deletes a sensitive file is logged. We also needed read audit on HR and Finance data based on management requirements,” commented Maged.

Solution: Streamlined File Server Audit Reporting within Minutes, not Hours and Days

As a long-time user of Netwrix products and having had positive experience working with Netwrix freeware tools, Ahmed Maged made a decision to go with the Netwrix Auditor solution for file servers to be able to better control all the changes in the file server environment and provide instant response to deletions and changes of sensitive data. “I’ve always had a positive feedback on Netwrix products. I’ve worked with the free tools for some time and found that they provided what we needed,” said Maged. The Al Foah’s IT department started working closely with Netwrix technical support on the product deployment, which required some testing and evaluating. However, with the help from Netwrix technical support and sales teams, the IT department of Al Foah was able to install the product in time, acquire the necessary product licenses and put everything to work. “We had a really good support from Netwrix team. Deployment was straightforward. The support guys are really patient as far as I can imagine with great IT knowledge and responsive actions. Sales are cooperative and friendly,” commented Maged.

Proven Results: IT Department Relieved from a Burden of Auditing

Since deployment of the Netwrix solution the departments that actually owned the data took total control over file server changes and previously cumbersome weekly reports to the management turned into a simple routine executed by computers. "Changes to our file servers used to cause us much headache, especially with sensitive data being deleted. Spending hours with security logs trying to figure out who did what was quite a pain. Netwrix Auditor for File Servers sends custom weekly report to department managers with all their folders changes, and it really has removed the burden of huge auditing requirement of our IT department," said Maged. Al Foah's IT department was also impressed by the particular features of the product such as report filters which allowed customizing reports exactly the way they needed: "One of the great advantages is filtering file changes based on folder path. A technique that helped us separate each department head report based on his/her files only," commented Maged. When Netwrix Auditor was implemented, the IT department of Al Foah was finally able to save a lot of time and resources normally needed to organize and carry out auditing, as the required processes were successfully automated thanks to the Netwrix solution. "Netwrix Auditor for File Servers simply did what we wanted to have," said Maged, "It's a great product with great support team that will help you get it up and running with the minimal IT knowledge."

About Netwrix Corporation

Netwrix Corporation is the #1 provider of change auditing software, offering the most simple, efficient and affordable IT infrastructure auditing solutions with the broadest coverage of audited systems and applications available today. Founded in 2006, Netwrix has grown to have thousands of customers worldwide. The company is headquartered in Irvine, California, with regional offices in New Jersey, Ohio, Georgia and the UK.

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