

Netwrix Customer Success Story



CUSTOMER

Koninklijke Gazelle NV,
Netherlands

WEBSITE

www.gazellebikes.com

INDUSTRY

Manufacturing

SOLUTION

Identity Management

PRODUCT

Netwrix Identity Management
Suite

PROFILE

Royal Dutch Gazelle employs around 450 employees at its factory in Dieren producing more than 300,000 bicycles a year. Gazelle is a market leader in the Netherlands and also works hard at growing the organization outside the country. In 1992 the company was awarded with a Royal title by Princess Margriet on the occasion of their centenary celebrations. Gazelle continually strives to innovate and make cycling easier and more enjoyable.

European Manufacturer's Password Security is Strengthened and Support Team Relieved with Netwrix Identity Management Suite

“ *I am very happy with the decision to go with Netwrix, Netwrix solutions are a real asset to the IT Admin's toolbox.*

*- Xander Bikbergen,
Senior System Engineer & Architect,
Koninklijke Gazelle NV, Netherlands*

Challenge: Poor Password Expiration Policy and Account Lockout Burden

Password expiration has been a concern for Gazelle, being a large manufacturer with a growing IT infrastructure and hundreds of users, including a substantial number of users working remotely on a regular basis. Gazelle realized the challenge of managing password expiration with native tools: Windows password expiration reminders are sent automatically to users during interactive logons but remote users connecting via VPN, for example, never actually receive a standard password expiry notification.

This has often led to numerous calls to IT personnel from frustrated remote employees. The IT admins were overloaded with tons of similar support calls and knew there must have been a more efficient way to deal with the issue and reduce the burden on the company's IT department.

Account lockout was another issue, which needed a fix, arising as a consequence of a poor password policy. "We wanted to strengthen the password policies with automatic password expiration and account lockout. But at the same time make it as user friendly as possible," explained Xander Bikbergen, Senior System Engineer & Architect.

Solution: Efficient and User-Friendly Solution for Automated Password Change Reminder and Account Lockout Troubleshooting

Gazelle considered a variety of competitive third-party solutions but as a result preference was given to Netwrix. "We did look around and evaluate different solutions but found that the Netwrix solutions are easier, quicker and simpler to implement," said Mr. Bikbergen.

The ease of use is depicted by the ability of Netwrix Identity Management Suite to check password expiration dates of all users in the predefined Active Directory domain or OU every once in a while and retrieve those specific users whose passwords are close to expiry date. These account owners are automatically informed of the issue with customizable notification emails. In addition, if an Active Directory user account gets locked out, the IT support team knows about it and can take the appropriate action to troubleshoot and resolve account lockouts in real time.

The purchasing decision was mostly based on the product functionality and technical capabilities. "The product itself was the main factor and the product's price point weighed in for the remaining 40%," stated Xander Bikbergen. The entire implementation process starting from planning through to deployment was very fast and the Netwrix product was very simple to install, configure and use. "The timeline for the implementation was very short, the products are very easy to use and implement, which was also an important decision-making factor," said Xander Bikbergen.

Proven Results: Strong Password Policy with Minimal Impact on IT Support Staff and End Users with Netwrix Identity Management Suite

Netwrix Identity Management Suite enabled Gazelle's IT department to achieve the desired level of security within record times and create a positive impact for the stakeholders: "With the Netwrix solutions we accomplished what we set out to do and that is increase security with a minimal impact for the end users and support staff," explained Xander Bikbergen.

Gazelle is among the increasing number of companies who allow their employees to work remotely. The Netwrix product was therefore a true relief for the company's IT support staff whose burden of countless help desk calls from remote users was minimized. Now thanks to Netwrix Identity Management Suite advance reminders about expiring passwords are sent to remote users, as well as Linux and Mac desktop users.

"The best thing about the Netwrix products is that they are easy to use and just work! And we and the end users are very happy with Netwrix Identity Management Suite, this really helps people who are not in the office on a daily basis," stated Mr. Bikbergen.

In case accounts do get locked out, the Netwrix tool is prompt to notify the Gazelle support team: "With Netwrix Identity Management Suite all of our end users know when their password is going to expire even if they are out of the office. And when an Active Directory user account does get locked out our support team knows about it and can take the appropriate action."

Ultimately, Gazelle was happy with the decision to go with Netwrix: "I would definitely recommend Netwrix to other people. Netwrix solutions are great tools that should be in every IT Admin's toolbox," concluded Mr. Bikbergen.

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 offer products that are used by more than a hundred thousand of companies worldwide. The company is headquartered in Irvine, California, with regional offices in New Jersey, Ohio, Georgia and the UK.

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