

Netwrix Customer Success Story



Accounting Firm Deploys Netwrix to Solve Problem of Password Expirations **CUSTOMER**McKonly & Asbury, LLP

WEBSITE www.macpas.com

INDUSTRYBanking and Finance

SOLUTION Identity Management

PRODUCTS

Netwrix Password Expiration

Notifier*

PROFILE



McKonly & Asbury, founded in 1973, is one of the Mid-Atlantic's most respected accounting and consulting firms. With some 80 employees, the firm serves clients across the region from its offices in Camp Hill, PA and Lancaster, PA. McKonly & Asbury clients include companies with facilities and operations across the United States and around the world.

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- Reed Horanburg, Senior Consultant, McKonly & Asbury, LLP

^{*}This feature is now available only as a part of Netwrix Auditor for Active Directory





Reed Horanburg

Reed has been working with McKonly & Asbury since 2004 and is his background includes a degree business and information systems technology with over a decade of experience in the technology, multimedia, and marketing spaces. Reed's experience is focused on the PC side, providing imaging, configuration of desktops and laptops, application support, peripheral support, remote user support and also mobile device support. He handles helpdesk, break fix, and warranty and repair issues.

Challenge: Recurring Frustration with Password Expirations

McKonly & Asbury employees frequently work in the field as they provide services to clients throughout the Mid-Atlantic region. Whether working from a client's offices, from a hotel, on weekends, or after hours from home, the ability to have their computer always ready for work is essential. A regular problem was the frustration users experienced with password expirations and the need for password resets. The subtle reminders from a Windows 7 system often proved ineffective, especially for people travelling or working at times from smartphones.

"We needed to find a way to generate automated e-mails to employees about renewing their passwords," says Reed Horanburg, Senior IT Consultant at McKonly & Asbury. "We needed a way to efficiently relieve users of the frustration of getting locked out of their computers, and we needed to relieve our IT staff from the burden of getting interrupted at work or paged at home to help with password resets."

Solution: Quick and Simple Solution for Maintaining Security

Searching for a solution, Horanburg did a web search and visited the Netwrix website, where he was impressed with what he found. "The site offered a free trial, but the online demo was so good—providing you with a hands-on experience with the software through the browser—that I requested a contact from the sales group."

One question Horanburg had was whether Netwrix Password Expiration Notifier would work with Microsoft Office 365. "The Netwrix support rep that contacted me was fantastic," Horanburg says. "He was informative but not pushy, and I really appreciated that. And he explained that Netwrix Password Expiration Notifier works great with Office 365."

The next step was easy, as the solution was deployed for all employees in both McKonly & Asbury offices. "We were up and running with Netwrix Password Expiration Notifier within half an hour," Horanburg says. "The implementation process couldn't have been easier."



Proven Results: Less Frustration and More Productivity

McKonly & Asbury has enjoyed several benefits from deploying Netwrix Password Expiration Notifier, including the ability to customize e-mail messaging, freedom from dealing with locked-out users, less frustration and more productivity, as well as empowering a proactive IT department.

Horanburg credits part of the effectiveness of Netwrix Password Expiration Notifier to the ease with which the solution enables message customization. Users still see system-generated reminders from the Windows operating system, but with Netwrix Password Expiration Notifier they receive automated emails, which McKonly & Asbury has set for 5-days and 1-day prior to expiration. And most importantly, the e-mails are from their own company. "It's important, to be able to customize the e-mails to look like they are coming directly from our IT department people," Horanburg says. "We've specifically trained our users to be suspicious of an unfamiliar email about resetting passwords. We have trained them that such messages can be a red flag."

With Netwrix Password Expiration Notifier, users get the message clearly and with a familiar look and feel. "I was able to write the messages using my natural language and communication style," Horanburg says. "Our final message reads "Your password will expire tomorrow. You need to change it immediately." These messages are direct and they work. And everybody checks their email."

Also Netwrix Password Expiration Notifier has provided McKonly & Asbury with the relief the organization sought from having to do manual password renewals. "In the months since deploying Netwrix Password Expiration Notifier we haven't had a single user get locked out due to a password expiring," Horanburg says. "Our Netwrix solution is working perfectly."

It has reduced frustration and boosted productivity for McKonly & Asbury users too—as well as the IT group. "If someone is locked out of their computer, they are at a 100 percent standstill in terms of productivity, which is what makes a missed password reset such an annoying issue for the end user," Horanburg says. "This is annoying on the IT side as well, as it was an avoidable problem, and you never know when you are going to get an e-mail or page at home saying, 'Hey, I'm locked out.""

Once deployed, Netwrix Password Expiration Notifier provides an ongoing service for users, enabling the IT group to provide proactive protection from the frustrations of missing a password reset. "Netwrix Password Expiration Notifier helps IT look better because the users aren't complaining or developing a negative opinion of IT because they got locked out," Horanburg says. "Netwrix Password Expiration Notifier places us in a proactive mode, and the beauty of it is there's no maintenance. Every night it just automatically checks expiration dates, and if anybody is within that range, it triggers our personalized email."



About Netwrix Corporation

Netwrix Corporation, the #1 provider of change and configuration auditing solutions, delivers complete visibility into who did what, when and where across the entire IT infrastructure. This streamlines compliance, strengthens security and simplifies root cause analysis. Founded in 2006, Netwrix is ranked in the Top 100 US software companies in the Inc. 5000 and Deloitte Technology Fast 500. Netwrix software is used by 160,000 users worldwide. For more information, visit www.netwrix.com.

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