Netwrix Customer Success Story

CUSTOMER
BankCard Central

WEBSITE
www.bankcardcentral.com

INDUSTRY
Financial Services

SOLUTION
Operations

APPLICATION
Active Directory, Exchange, SQL Server, VMware, Windows Server, File Servers

PROFILE

BankCard Central Chooses Netwrix Auditor to Comply with PCI DSS, SOX, FISMA and GLBA

BankCard Central is a leading provider of credit card processing, merchant accounts, merchant cash advances, and other payment solutions to retail and restaurant merchants, corporations, and financial institutions. Since 1992, thousands of businesses have chosen BankCard Central for credit card processing solutions, ecommerce services, and business capital.

> " We use Netwrix Auditor to audit every system of our infrastructure. Previously, I had used five separate solutions of other vendors for monitoring Active Directory, MS Exchange, logs and firewall log analyzers. I have replaced all of those with Netwrix Auditor. Netwrix Auditor made it extremely easy to get through the audits. Now we are able to prepare for the audits in a few days not weeks and prove that we have control of our IT environment."
>
> *- Andrew Ledford*
> *Chief Information Officer*
> *BankCard Central*

Andrew Ledford

Andrew Ledford is a Chief Information Officer at BankCard Central. Mr. Ledford has over twenty years of experience in IT and telecommunications. Having worked at BankCard Central for more than six years, he is responsible for the operations of all compliant systems, data security, and support of IT infrastructure.

Challenge: Proving Compliance for Broad Scope of IT Systems

As a credit card processing company, BankCard Central has many compliance obligations assigned to it by the industry and by the sponsoring bank. Apart from PCI DSS compliance, the company also undergoes regular SOX, GLBA, FISMA, and other audits.

The company's IT team manages complex IT infrastructure, including Active Directory, Exchange, NTFS, EMC appliance, SQL Server, VMware, web servers, and a few security and operational servers that run on Windows Server. This variety of IT systems makes achieving visibility almost an impossible task. Andrew Ledford, Chief Information Officer at BankCard Central, explained: "The regulations force us to prove that we control the changes and access attempts across multiple systems. Because we are such a small IT team of just three people, we needed a solution that could save our time and effort and automatically collect and aggregate the audit data."

To get the necessary level of visibility, Andrew Ledford has decided to establish IT auditing processes. However, company's first experience with IT auditing software was unsuccessful. Multiple standalone tools produced fragmented data that gave neither pervasive visibility nor sufficient proof for compliance auditors, which made the IT team look for a better solution.

Netwrix Solution: Unified Platform Simplifies Reporting and Facilitates Compliance Audits

The company needed a comprehensive approach to ensure compliance and to provide the required data during audits with minimum effort. BankCard Central looked for a solution that would consolidate the auditing feed into a single console and provide a bird's eye view across various IT systems. The IT team compared the offerings of different vendors, which were picked based on product reviews of other IT professionals, and found its solution in Netwrix Auditor platform. "Impressive scope of supported systems and application was one of the main selling points of Netwrix Auditor. Previously, I had to use five separate tools from different vendors; now I have replaced all of them with one platform. Netwrix Auditor gathers all the data into one console and allows us to do what we are good at and not worry about compliance on a daily basis," commented Mr. Ledford.

When Mr. Ledford joined BankCard Central, no established processes were available that would simplify the passing of compliance audits and ensure control over business critical data. "My whole goal with Netwrix Auditor was to answer every auditor's question honestly and be able to prove it with data," said Mr. Ledford. "Netwrix Auditor helped to gain visibility into all systems that fall under the scope of compliance and prove that none of the data has ever been compromised. So, instead of just saying "yes, we do this," I can now provide auditors with compliance reports and copies of policies, configuration settings, and Active Directory settings, which obviously looks more professional and

demonstrates that we are able to ensure the necessary level of control. Netwrix Auditor made it extremely easy to get through the audits while decreasing the time to several days as opposed to weeks."

To ensure continuous compliance and to eliminate the risk of unauthorized or malicious changes, the IT team tracks the activities of 30 privileged users who have access to critical IT systems. Netwrix Auditor provides a detailed audit trail of their activities across the entire IT infrastructure in a 24/7 mode. The IT team receives alerts about the most critical changes, such as user access attempts to systems and files, any permission changes, configuration changes, new accounts, and new computers in the network etc. On a daily basis, the IT team reviews the summary of all the activities generated by Netwrix Auditor. Automatic reporting not only helps to stay compliant but also saves about 10 hours of routine work per week.

One of Mr. Ledford's favorite Netwrix Auditor features is Active Directory change rollback, which allows quick reverting of any unwanted changes to a previous state without any interruption of business continuity. "Netwrix Auditor Object Restore feature is extremely useful. Once, one of the developers accidentally enabled an admin access for a user without setting in a change control. We were able to see that instantly and reverse it within a few minutes," said Mr. Ledford. To showcase the time-saving enabled by the feature, he shared a case of another company he consults: "Someone has deleted a piece of Active Directory. It took them literally 48 hours to get it back up and running, which would have taken me with Netwrix Auditor about 3 minutes. They purchased Netwrix Auditor within a month of my recommendation."

BankCard Central has been using Netwrix Auditor for over five years now. "The initial deployment process was extremely simple. It is such a light-weight solution. And the fact that all of the different features are at one Netwrix Auditor console made it very, very easy to deploy and use," said Mr. Ledford. "As for customer support, we haven't had many reasons to contact Netwrix tech support over the years. We had only two issues, but both of them were quickly resolved."

Summing up the results achieved with Netwrix Auditor, Mr. Ledford said, "Above and beyond vast compliance requirements, Netwrix Auditor definitely enables us to control our IT environment. For the price Netwrix asks for the solution, there is nothing else out there on the market. Most of those packages you are buying – you are buying module after module and you increase the total cost of ownership, while Netwrix offers you everything in one place. Netwrix Auditor makes our lives a lot easier, and compliance isn't a burden for us anymore. I would absolutely recommend it for those who want to ensure security and enable complete control of their IT infrastructures."

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.

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