

Netwrix Customer Success Story



CUSTOMER

Bank of the South

WEBSITE

www.bankofthesouth.com

INDUSTRY

Banking

SOLUTION

Compliance

APPLICATION

Active Directory, VMware, Windows Server

PROFILE



Bank of the South
Leverages Visibility
Provided by Netwrix
Auditor to Comply with
PCI DSS and GLBA

Bank of the South is an independent bank that has been serving its customers since 1964. It is one of the last true community banks in its area. Two offices located in Pensacola, Florida offer a full range of banking services.

“ *I don't think it would be possible to earn the rating we consistently receive from regulatory examiners without Netwrix Auditor. The main result we have achieved is visibility. I know what is going on everywhere at once. I know who can do what and who has done what. The platform makes compliance examinations quicker and easier.*”

*- James Brammer
Vice President and CISO
Bank of the South*

James Brammer

James Brammer is a Vice President and CISO of Bank of the South and chairs the Information Systems Committee for the bank's holding company, Five Flags Banks, Inc.. At Bank of the South, Mr. Brammer is responsible for the day-to-day operations of the bank network, the security of the network and data, reporting, and compliance with industry regulations.

Challenge: Ensure PCI DSS and GLBA Compliance

Bank of the South has to protect its business-critical data to comply with a number of regulatory standards such as PCI DSS and GLBA. The standards impose such requirements as reviewing user access rights and activities, including those of privileged users, monitoring of system logs and changes to configurations and permissions, and so on. Hence, changes to the bank's main systems - Active Directory, VMware, and Windows Server - need to be monitored and reported to prove the bank's due diligence during compliance audits.

In order to ensure the data integrity, James Brammer, Vice President and CISO of Bank of the South, first used an in-house solution that processed Windows logs. He and his colleagues would run queries on the logs, funneling them into one server. However, the solution produced too much noise data and required a lot of work to keep up with the flow of changes happening in the IT infrastructure. As a result, Mr. Brammer and his team of 5 people agreed that they needed a solution to facilitate continuous compliance and ensure quick, reliable, and simple reporting. The new solution needed to be easy-to-manage and efficient, offer a rich set of features, and deliver visibility of all required systems, such as Active Directory, VMware, and Windows Server. Finally, the solution was found. Netwrix Auditor was able to address all the company's needs.

Netwrix Solution: Visibility into Business-Critical Systems for Continuous Compliance

Netwrix Auditor enables Bank of the South to monitor the activities of 70 users in the bank's own network and an offsite IT team from partner banks that manage certain services. The software tracks all IT changes and file access attempts required by the regulatory standards and provides comprehensive visibility into everything occurring in the IT environment. As a result, Netwrix Auditor reduced the reporting workload and made audits more efficient, which allows the bank to have only one professional in charge of external audits and regulatory compliance examinations.

To prepare for the audits, Mr. Brammer uses predefined compliance reports, which only need to be run right before the audit. He tried to estimate the time savings: "It is hard to say how much time Netwrix Auditor saves us. It would be impossible to complete some of the reporting without it. It has been at least 40 hours per year."

Mr. Brammer never detected any serious security incidents in the network - neither insider misuse nor external attack. He realized how important it was to be able to prove it to auditors. He explained that, during audits, Interactive Search helps to find required information right at the time of asking and prove security: "We have internal controls that are supposed to stop things from happening. But without visibility you can't say for sure they didn't happen. One of the things you are typically asked by auditors is 'did anything like this happen throughout the year?' And you say 'no,' and auditors say 'how

do you know?' With Netwrix Auditor, we can answer that question easily, because we have that visibility into what was going on."

While conducting self-checks to ensure continuous compliance, Mr. Brammer uses Active Directory and Group Policy reports, "We manage a lot of security and group policies through Active Directory security groups. They can be within our bank or shared with two other banks we work with. Netwrix Auditor lets us monitor all the members of the above 100 groups at any point of time. That's probably the most important report for my day-to-day management." Netwrix Auditor also provides the IT team with the reports on activities in the VMware environment on a daily basis: which machines are used, what changes to configurations are made. For Windows Server, the software regularly audits syslog and event log data and tracks access attempts to files.

"I have three favorite features in Netwrix Auditor. The first is real-time monitoring and alerts on events in Active Directory, such as changes in domain admin group. The second one is screen recording of our privileged user activities in our IT systems. These are very helpful for maintaining security. The third one is the ability to rollback Active Directory changes. This saves so much time and effort when changes need to be reverted," said Mr. Brammer.

Bank of the South has been successfully using Netwrix Auditor for 6 years already. Mr. Brammer said the experience with the tech support team has been good. Once he submitted a ticket with a small and not urgent issue to the support team, and he was impressed. "I didn't have to get back and remind about my case, the rep really stayed on top of it. I was hearing from him daily, "Can we work on this today?" until the issue was resolved. The support team is concerned with ensuring smooth operation of the software. It's usually the other way around with other IT vendors.

"The main result we have achieved is visibility. I know what is going on everywhere at once. I know who can do what and who has done what. The platform makes compliance audits quicker and easier. The functionality suits all our needs and I cannot ask for more. Netwrix Auditor completely met my expectations. It has done everything it said it was going to do," summed up Mr. Brammer.

About Netwrix Corporation

Netwrix Corporation was first company to introduce a visibility and governance platform for on-premises, hybrid and cloud IT environments. More than 150,000 IT departments worldwide rely on Netwrix to detect insider threats on premises and in the cloud, pass compliance audits with less expense, and increase the productivity of IT security and operations teams. Founded in 2006, Netwrix has earned more than 90 industry awards and been 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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