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Netwrix Customer Success Story



Banglalink Provides
Continual Service and
Keeps the Country in
Touch with the Help of
Netwrix Auditor

CUSTOMER banglalink

WEBSITE www.banglalink.com.bd

INDUSTRY Telecommunications

SOLUTION Operations

APPLICATIONActive Directory, Microsoft Exchange, Windows Servers, File Servers

PROFILE



banglalink company is the second largest telecommunications service provider in Bangladesh, where it is one of the fastest growing operators with a strong focus on increasing value share. Launched in 2005, today it has about 2500 employees and 30+ million subscribers. banglalink's initial success was based on a simple mission: "bringing mobile telephony to the masses," which was the cornerstone of its strategy. banglalink's growth has been made possible by innovative products and services targeting different market segments, aggressive improvement of network quality, and dedicated customer care.

There is nothing new about the security gap between regular and privileged user accounts. Still there is an obvious risk of human error. Netwrix Auditor gives us the visibility we need to protect against incorrect or unauthorized changes to ensure system uptime and service availability for our customers.

- Md Ashifuzzaman Associate Manager, Technology Systems banglalink

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Md Ashifuzzaman

Md Ashifuzzaman is an Associate Manager of Technology Systems at banglalink. Md Ashifuzzaman has a bachelor's degree in Computer Science and an MBA in MIS. The main area of his 9.5+ year expertise is designing, planning, deploying, supporting enterprise architectures with products like Active Directory, Microsoft Exchange, VMware, Microsoft Hyper-V, SCOM, SCCM, SCVMM, Windows infrastructure, SAN, and CISCO networking.

Challenge: Ensure Business Continuity by Reducing Human Errors

Keeping services up and running 24/7 is a primary goal for any telecom company. At banglalink, a large telecom company based in Bangladesh, several system downtimes and critical data loss caused by simple human error forced the IT team to keep a close watch on a huge amount of changes across the network. Given the fact that banglalink has about 2500 employees, 300+virtualized and in-house physical servers, and 13 employees with administrative privileges for critical systems, ensuring business continuity has become one of the toughest challenges for Ashifuzzaman, Associate Manager of Technology Systems. He explained, "From time to time we used to discover that some critical folders and files were deleted. Due to a huge amount of event logs, it took a critically large amount of time to go through each log to investigate who deleted the file."

With this combination in hand, Ashifuzzaman has been in a longlasting search for the perfect solution to address this pain point.

He tried multiple solutions to find the one that would help banglalink to more quickly troubleshoot issues. However, nothing seemed to be a good fit. The problem was in the insufficient coverage of systems that those solutions could monitor, lack of necessary features, or the poor results they could provide, not to mention the price. "Our top management assigned us to keep track of changes to Active Directory, Exchange, Windows Servers, and file servers. There was no easy way to do that: our IT Department has been spending too much time investigating every single issue," Ashifuzzaman said.

Solution: Granular Control and Enhanced Visibility over Privileged Accounts

Finally banglalink found its pain relief in Netwrix Auditor. Netwrix Auditor helps Ashifuzzaman ensure that there is no suspicious activity in software installation, system configuration changes, or user permission management. banglalink now has real-time visibility into what privileged users are doing and can spot unauthorized access to network devices or modification or deletion of sensitive enterprise data, databases, and applications. Netwrix Auditor also shows proof that access rights are granted to users on a need-to-know basis and are supporting the principle of least privilege. Netwrix Auditor daily reports are automatically sent directly to key IT team members and the C-level management, sparing Ashifuzzaman the need to draw reports up manually.

"There is nothing new about the security gap between regular and privileged user accounts," Ashifuzzaman said. "Still there is an obvious risk of human error. Netwrix Auditor gives us the comprehensive, robust, and granular control we need to protect against incorrect or unauthorized changes to



ensure system uptime." Netwrix Auditor provides banglalink with detailed reports that specify which user has accessed what business critical system and data and what has been changed. This helps banglalink uncover patterns of faulty behavior and initiate a root cause analysis of accidental modifications to optimize operations and reduce system downtime to provide non-stop communications service for customers.

Ashifuzzaman also pointed out that Netwrix met banglalink's requirements perfectly. Netwrix Auditor platform covered a wide range of systems they needed, such as Active Directory, Microsoft Exchange, Windows Servers, and file servers. It was easy to deploy and configure, had a user-friendly interface, and generated well-structured and easy-to-read reports. Being a non-intrusive solution, Netwrix Auditor deployment didn't affect critical services and didn't interrupt business continuity.

Netwrix Auditor helped banglalink with optimizing internal operations and strengthening overall security by eliminating the risk of malicious behavior from insiders and their accidental activities due to excessive privilege use. With thorough monitoring of privileged user accounts, banglalink is now confident about the entire network security and its defense against insider misuse and data leaks.

Netwrix Auditor became the perfect solution for the large enterprise with 2500+ employees, helping banglalink to provide telecommunications services that are essential for the everyday life of the whole country. It proved itself as a solid software application that is able to efficiently address business-critical issues and ensure stability of business operations.

About Netwrix Corporation

Netwrix Corporation provides change and configuration auditing solutions that deliver complete visibility into who did what, when, and where across the entire IT infrastructure. This strengthens security, streamlines compliance and optimizes operations. Founded in 2006, Netwrix is named to the Inc. 5000 list 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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