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Netwrix Customer Success Story

Costain Employs Netwrix Auditor to Improve Interaction Between In-House and Outsourced IT Teams

CUSTOMER
Costain Group PLC

WEBSITE
www.costain.com

INDUSTRY
Construction & Engineering

SOLUTION
Operations

APPLICATION
Active Directory

PROFILE

COSTAIN

Costain is recognized as one of the leading UK engineering solution providers, with a portfolio of achievements spanning 150 years of innovation and technical excellence. Costain meets the essential national needs by providing excellent engineering and technology-led solutions to blue-chip customers in the energy, water and transportation markets.

> " *Netwrix Auditor not only gives us the ability to detect the changes made in Active Directory; it helps us get a clear picture of who is doing what, so we can change the practices used by outsourced IT services providers. Netwrix Auditor saves us 50 hours of hard work, huge amount of effort and allows us to streamline internal processes.*

> *- Nick Pettingell*
> *IT Infrastructure Specialist*
> *Costain*

Nick Pettingell

Nick Pettingell is an IT Infrastructure Specialist at Costain. He is responsible for data networks management and security.

Challenge: Reconsider Workflows to Coordinate Admin-Level Changes

As a large engineering solutions provider, Costain has more than 5,000 users who rely on the company's IT network. Employees, clients and supply partners, located worldwide, must have access to hundreds of the company's engineering and construction projects.

Providing users with 24/7 access to work resources is only a small part of Costain's internal IT team duties. The in-house team of 6 members focuses on the strategic development of the growing IT infrastructure, shaping security policies and evaluating its effectiveness. The day-to-day tasks such as Active Directory management are delegated to the outsourced IT service provider, which can also adjust users' roles, permissions and group memberships.

Due to the nature of the Costain business and its large amount of ongoing projects, there is constant movement inside the work groups that results in a large number of changes occurring across Active Directory. "It's not a clear-cut environment. The size of the work group carrying out an engineering project may vary from 1 or 2 to 600 people. Their roles may change during development stages, and each stage may take from 2 weeks or 5 or even 10 years to complete. Sometimes it's purely a Costain project, and sometimes we are working on it with other partners and contractors," explained Nick Pettingell, Infrastructure Specialist at Costain.

Without continuous monitoring of changes happening across Active Directory, the risks of ill-configured user accounts and access rights increase critically. This may lead to users accidentally receiving or losing their access to projects, which affects not only business continuity, but also weakens overall security posture.

To ensure that IT processes are performed correctly and users have correct permissions, the in-house IT team at Costain needed to enable deep visibility into changes performed by the outsourced IT administrators. The IT team began searching for a solution that would provide a full range of details about who made what changes, when and where the changes occurred. The before and after values for each change would be helpful for incident investigation and rollback.

Netwrix Solution: Full Transparency and Accountability for Smooth Work Flow

Mr. Pettingell made his choice in favor of Netwrix Auditor for Active Directory, a solution that doesn't affect existing processes but helps track down all the changes and improve internal business and IT processes. The IT team assessed the advantages of Netwrix Auditor and found the huge benefits it could bring. "Netwrix Auditor really hit the target. There were different tools that appeared on our

way, but Netwrix Auditor was the only solution capable of providing the full range of details – who has done what, when and where," explained Mr. Pettingell.

The IT team is using Netwrix Auditor for Active Directory to detect and investigate any unwanted changes that violate the internal IT policy and disrupt the workflows. The solution provides audit data in a structured and easy-to-read way via reports and dashboards and notifies about critical changes with real-time alerts. The reports with who did what, when and where details helped the Costain IT team achieve a necessary level of control over changes. "Netwrix Auditor brings the confidence, allowing us to see what's happening. Netwrix Auditor reports serve us as a disciplinary measure. The solution is really useful when you are looking at somebody else's work and trying to control that," said Mr. Pettingell.

Another important improvement, which Netwrix Auditor brought to Costain, was the ability to streamline internal operations and simplify the processes of Active Directory management. "We use Netwrix Auditor to make sure that everything is working according to our internal policy. But Netwrix Auditor not only gives us the ability to detect errors; it also helps us to adjust the scripts and change the practices used by the outsourced IT services, so we get a clear picture of who is doing what. If something fails, we can find a root cause and correct the workflow so the same issue will not happen again. It saves us 50 hours of hard work, huge amount of effort and allows us to streamline internal processes. Netwrix Auditor helps to keep a close watch on a fairly complicated system, which is the nature of our business," Mr. Pettingell concluded.

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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