

Netwrix Customer Success Story



Netwrix Auditor Helps to Differentiate Security Services for MSP Business, Driving Revenue

CUSTOMER
InterDev

WEBSITE
www.interdev.com

INDUSTRY
Managed Service Provider

SOLUTION
Security

NETWRIX AUDITOR APPLICATIONS
Active Directory, File Servers, Microsoft Exchange, SQL Server, VMware, SharePoint

PROFILE



InterDev has been providing information technology (IT) support and security services to corporations, nonprofit and educational organizations, and public-sector entities for more than three decades. InterDev installs and supports a broad spectrum of technology solutions, including applications, servers and networks, security and backup/disaster recovery solutions, and voice and data products and architectures. Headquartered in Alpharetta, Georgia, InterDev also has offices in Chicago, Illinois.

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Netwrix Auditor will help us grow our business and be an additional differentiator in our managed services field. We do believe that it will be a revenue generator for our company and provide higher security for our clients.

*- Daniel Schultheiss
Director of Information Technology, CSO
InterDev*



Daniel Schultheiss

After joining InterDev in 2006, Mr. Schultheiss implemented InterDev's Managed Services platform. Mr. Schultheiss played a key role during a major upgrade to the Lawrenceville (Georgia) Police Department's server infrastructure and was heavily involved in program setup for InterDev's contract with the city of Sandy Springs, Georgia, transitioning the city's IT infrastructure from a hosted domain to an on-premises solution.

Challenge: Beating Security Risks by Unveiling Hidden Threats

InterDev is a trusted end-to-end solution provider to government, private, educational and nonprofit firms. InterDev provides design, implementation and support for each customer's entire technology infrastructure, while seeing their main differentiator in their extra focus on security and application development. "There is no doubt that security risks are growing. Our customers put their trust in us to make sure that they have the secure network. As a MSP & VAR, we want to be able to educate our clients and protect them against security threats," commented Daniel Schultheiss, Director of Information Technology and CSO at InterDev.

InterDev was looking for a cost-effective way to audit wide variety of systems, including Active Directory, Windows, Exchange, SQL, VMware and file servers. They were spending far too much time manually tracking changes, trying not to overlook a malicious modification to critical configurations such as Group Policy or group memberships. "We needed a solution that could provide some level of automation and

consolidation of logs and attributes down to a central repository, as well as historic archiving. We also needed a system that could automatically notify our customers and us if an unwanted change occurs so we could take immediate action," Mr. Schultheiss explained.

InterDev saw a cybersecurity risk in the inability to track changes, since it gave hackers a chance to penetrate a customer's infrastructure invisibly. InterDev also found it important to explain to their customers that having a high-level overview of user activity is one of the cornerstones of any cybersecurity program. "As an IT company, we have a lot of users with administrative rights who could change their group membership in order to access companies' HR records, and then remove themselves from that group. If you don't get notified of a change like that, you would probably never even know it happened," Daniel Schultheiss explained.

During their research, InterDev came across Netwrix Auditor. "We knew from the beginning that Netwrix Auditor will be an additional differentiator in our managed services field and it could provide higher security for our clients," Mr. Schultheiss said. "We compared it against other IT auditing solutions and saw that Netwrix Auditor would fit our needs the best. With Netwrix Auditor we can provide an excellent investment value for our customers."

Netwrix Solution: Enable Transparency while Building Incremental Revenue

The main benefit that InterDev has enjoyed since deploying Netwrix Auditor is real-time alerting about critical configuration changes, such as user account creation and changes to group membership — especially changes to powerful groups like Domain Admins. Auditing of these changes, access to sensitive data and other events is critical for the security of both their internal systems and their clients' systems. "Netwrix Auditor just gives us a lot better insight or vision into our infrastructure. If a change occurs, we need to know exactly who made the change and when it was made. If we do see some sort of issue, it can be tracked back very easily to a change that was initially made, and then we can also easily roll back that change," said Mr. Schultheiss.

Netwrix Auditor helps InterDev solve another important issue — inactive user detection. Mr. Schultheiss explained, "You'll be notified every time when new people come. However, I would say it is a frequent occurrence in the MSP field that you are not always notified when people leave the client's organization, even if you state that in the workflow. Netwrix provides us with weekly or monthly reports where we can see if there are any inactive users and then ask a client about them."

In fact, searching for inactive users and cleaning up Active Directory is the first thing that InterDev performs at customer's site. "Typically we set up a dedicated Windows Server machine for Netwrix Auditor, install the Netwrix Auditor platform and implement the Group Policies that are necessary to enable proper security auditing. Then we have Netwrix scan for all possible inactive users. Once we have that cleaned up and in a good shape, we typically enable more real-time alerts, such as notifications about new users, changes to administrative groups and changes to Group Policy."

Another critical requirement that Netwrix Auditor met was ease of use, from setup to report configuration. As Mr. Schultheiss stated, Netwrix Auditor is an intuitive solution that doesn't require any special training. "The support and documentation are excellent. Whenever I had to contact the Netwrix Support team, they have been able to quickly address my issue and get to a solution," Mr. Schultheiss said. "Plus, the reports the product provides are very clear; you don't have to be an expert to understand what happened in the network."

Summing up his experience with Netwrix Auditor, Mr. Schultheiss said, "We do believe that Netwrix Auditor will be a revenue generator for our company, and it is definitely something that will help us grow our business. Netwrix adds value to our offerings and separates us from a lot of other service providers."

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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