

Netwrix Customer Success Story



CUSTOMER
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WEBSITE
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INDUSTRY
Association Management

SOLUTION
Change Auditing

PRODUCTS
Netwrix Auditor

PROFILE

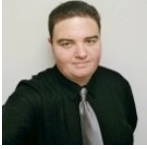


VTM Group was established in 1995 in Beaverton, OR, to provide event management services for technical conferences and workshops. The company's focus has since evolved to address the unique needs of global and regional associations, alliances, standards bodies and non-profit organizations. Today, 50 such organizations leverage various levels of VTM Group's full suite of services, which includes association management, engineering and technical consultation, event management, financial management, marketing, membership and licensing support, public relations and strategic communications, and web services.

“*Netwrix Auditor is a helpful solution that allows us to track down changes and gives us peace of mind. If more companies were auditing their IT infrastructures, they would be able to have a bird's-eye view from a centralized place, allowing complete oversight of any change made.*”

- Richard Staats
VTM Group

Growing Big: VTM Group Takes Association Management to the Next Level with Netwrix Auditor



Richard Staats

Richard Staats is a member of the IT Team in VTM Group. Richard holds an MBA in Business IT Management from Western Governor's University. He also has a VMware VCA-DCV certification as well as the Microsoft MCSA 2012 R2 certification and the Microsoft Certified Specialist in Server Virtualization with Hyper-V and System Center 2012 R2. Prior to joining VTM, Richard worked for Xerox as a Remote Support Engineer and Subject Matter Expert in Windows Server and Desktop operating systems.

Challenge: Lack of Visibility into Inherited Diverse IT Environment

As an association management company, VTM Group serves as the physical headquarters for the majority of its clients. Therefore, it can be said that VTM Group's IT infrastructure supports more than 40 organizations, not just the one company. Maintaining and protecting the data critical to these organizations' operations as well as its own is of utmost importance. To achieve this, every department consistently researches areas where improvements can be made and deploys best practices where appropriate.

The company's IT environment included about 40 servers and two Active Directory forests with AD trust between them. Richard Staats, a member of VTM Group's IT team, explained that the original infrastructure did not have centralized file server and active directory change auditing management. Instead, it relied upon disparate, basic capabilities provided by common systems such as Windows security logs and application event logs. Given the highly sensitive nature of stored data, reliable and deep clarity regarding who introduced, accessed, modified and moved it was (and remains) essential.

Adding complexity to this scenario, VTM Group's sister company—Allion USA runs in an independent IT environment. Employees from the sister company occasionally need access to VTM Group's servers on an as needed basis. Considering, while the core VTM Group user base averages around 100 people, the IT system had to be able to flex to accommodate potentially hundreds more. Yet another factor that ultimately led the IT team to proactively introduce stronger oversight and controls through the introduction of Netwrix.

"Growing to a larger enterprise mindset is what was driving us to change the approach to systems supervision. The need for an advanced auditing mechanism as well as being able to track changes and analyze where information goes has brought us to taking proactive steps. We needed a better idea of how information is used," Staats explained.

Solution: Advanced Change Tracking with No Extra Effort

During the research phase, Staats tested and demoed several change auditing solutions and compared them by reporting features, pricing, and ease of implementation. Ultimately, Netwrix Auditor for File Servers was selected.

“From our smooth Netwrix demo with one of the sales engineers, we were impressed with the features and its look. What’s more, Netwrix was cost-effective compared to the other vendors’ products in the market. These were some of the decisive factors in choosing Netwrix Auditor,” Staats explained.

Another attractive factor for VTM Group was the excellent reputation of Netwrix in the Spiceworks community, a professional network for the IT industry. “Spiceworks has a lot of great information shared between the admin community. Netwrix was the name that came up over and over again, recommended as the solution with the best features at the best price,” Staats said.

During the deployment process, Staats had a couple of issues that seemed unclear, so he reached out to Netwrix Support Team and was highly satisfied with the results. “Netwrix Support Team is top notch! They were always super-responsive and quick to provide good help with needed info,” Staats said. “Thanks to the rapid response of Netwrix’s knowledgeable support team, we were able to get the change auditor up and running smoothly in a short time.”

Several months after the deployment of Netwrix Auditor for File Servers, VTM Group extended its license with Netwrix Auditor for Active Directory. Using both solutions, Staats noted that packaging all necessary Netwrix Auditor solutions in a single auditing console was particularly attractive. “When we deployed Netwrix Auditor for Active Directory, we literally had to change nothing. We dropped the license key and told the product which domain to monitor, and everything worked flawlessly—no extra efforts and no extra time spent.”

Proven Results: Proactive Steps for Sensitive Data Protection

“We were fortunate in the sense that a lot of companies that find themselves looking for auditing products are doing so as a reaction to a security breach,” said Staats. “We were on a proactive front. Netwrix Auditor is a helpful solution that allows us to track down changes giving us the peace of mind to look back and see that there have been no critical changes to sensitive data.”

Staats admits that without an advanced change auditing solution, companies put their data at serious risk. “If more companies were using Netwrix Auditor, they would actually be able to have a bird’s-eye view from a centralized place over any change made. This saves critical time when detecting malicious changes.”

“Netwrix Auditor helps with our security housekeeping,” Staats explained. “By using Netwrix solutions for tracking changes made across IT systems, we’re able to get numerous reports that help us to quickly find out whether there were any unauthorized access attempts of sensitive data, especially in the case of employees who do not have permission for it. I cannot think of a better way to keep data safe and secure.”

Primarily, Staats uses Netwrix Auditor for Active Directory to perform user activity monitoring and to have a better visibility between team members on changes. “Netwrix Auditor for Active Directory allows us to keep a historical record of changes for an individual user or the domain itself. It also allows us to see if someone has added individuals to groups or has changed organizational units within Active Directory. These features make change auditing a super-easy task,” added Staats.

He also noticed that there are many other features he likes in Netwrix Auditor, with Enterprise Overview dashboard at the top of them. “It shows us which servers have the most changes going on

with the files and the top 10 active users making these changes. The dashboard interface is perfect for easily analyzing trends with graphs and charts.”

Several months after using two Netwrix solutions, Staats sees them as being a giant part of the internal changes the IT department intends to address over the next couple of years. “We are planning to a number of architectural changes to our infrastructure over the next few years. With the help of Netwrix Auditor, we will have visibility over all those changes.”

About Netwrix Corporation

Netwrix Corporation, a provider of change and configuration auditing solutions, delivers 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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