

Netwrix Customer Success Story



CUSTOMER
Xcentric

WEBSITE
www.xcentric.com

INDUSTRY
Managed Service Provider

SOLUTION
Compliance

APPLICATION
Active Directory

PROFILE



Based in Alpharetta, GA, Xcentric is a provider of hosted and managed technology platforms for the accounting industry. Xcentric provides network technology consulting, cloud services, help desk support, and local network implementation services for accounting companies across the United States. Xcentric helps 550+ customers plan, implement, and manage their networks on an ongoing basis to ensure continuous, compliance-ready service.

Xcentric Uses Netwrix Auditor to Pass SOC 2 Audit and Build up Customer Trust

“*The major benefit I see is that, with Netwrix Auditor, we gain a deep insight into our IT infrastructure that we didn't have before. While it's easy to change Active Directory objects and make a mistake, the product adds a layer of security and accountability within the company. It is priceless for our customers who rely on Xcentric to guarantee integrity of sensitive data.*”

- Sam Hollis
Lead Infrastructure Engineer
Xcentric



Sam Hollis

A graduate of the University of Kentucky, Sam Hollis has 16 years of experience in IT infrastructure engineering. Since 2014, Sam has worked for Xcentric as a lead infrastructure engineer and managed the infrastructure team, which handles hardware and software for cloud services.

Challenge: Ensure Security to Successfully Pass SOC 2 Audit

With a focus on providing cloud services to Certified Public Accountant (CPA) firms, Xcentric supports approximately 250 CPAs—4500 users in total—who are registered with the Xcentric Cloud platform. The platform accommodates about 1500 diverse IT systems and applications that are commonly used by accounting firms.

Security of financial data is extremely important to every CPA firm. When choosing a Managed Service Provider (MSP), CPAs impose strict requirements to security, availability and privacy of provided systems. To prove that the company follows a comprehensive security policy and to make its offerings more attractive to potential clients, Xcentric decided to take a strategic step and turn into a SOC 2¹ compliant company.

The SOC 2 audit checklist included continuous monitoring of Active Directory and Group Policy changes. Xcentric has two divisions, and only ten of the employees are involved in sales and marketing, while the rest of personnel consists of IT staff. Since most members of the IT team are advanced users with different levels of privileges, there is a tremendous amount of changes within the organization's IT infrastructure. As the automated change and access monitoring processes had not been established at Xcentric, the IT team began to search for the solution.

When choosing between different vendors and products, Xcentric had two important criteria: besides the feature of automatically tracking all changes made in Active Directory, the IT team was looking for reports that would deliver meaningful information in a convenient form and save time on reviewing poorly organized data. Another big point was reasonable pricing. A small company with around 85 employees and a large number of customer accounts in Active Directory, Xcentric needed a pricing plan specifically designed and optimized for MSPs that bills its customers every month.

Netwrix Solution: Advanced Compliance Reporting at a Reasonable Price

Xcentric decided to collaborate with Netwrix because the Netwrix MSP Partner Program offered the opportunity to hone the competitive edge without large investments. Netwrix Auditor had all of the necessary features to meet SOC 2 assessment requirements, while the product's pricing model for MSPs was extremely attractive. "We selected Netwrix Auditor since it has been the best 'value for the money' product on the market", said Sam Hollis, lead infrastructure engineer at Xcentric. "All of the

¹SOC 2 - Report on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality or Privacy, formed under the AICPA Trust Services Principles and Criteria.

great features and the way the product works makes Netwrix Auditor a highly competitive product, but the MSP pricing model is exceptional. Assuming that all else is equal, you get the same value for less money; it's huge for a company such as ours. Even our biggest customers pay us monthly, and we also like to set up our payments monthly instead of paying one big capital expenditure at once," commented Mr. Hollis.

During SOC audits, the IT team of 7 IT infrastructure engineers uses Netwrix Auditor reports on Active Directory and Group Policy changes to prove that every change is performed according to the internal security policy, which is crucial for the certification. "Netwrix Auditor serves as a big control measure. We're managing a fairly large infrastructure in which a significant number of changes are made. We need a way to have visibility into all of the details. Before we started using Netwrix Auditor, we had only manual processes in place. It was easy to miss someone being added to the Domain Admins Group by mistake, or overlook the fact that a Level-1 help desk specialist used a way around to add a domain admin. If we entered the audit window and started a monitoring period without Netwrix Auditor, we would have failed. Now being able to automate the monitoring of Active Directory changes is definitely a huge benefit from implementing Netwrix Auditor," Mr. Hollis said.

Besides providing necessary data for compliance purposes, Netwrix Auditor also helps Xcentric to improve internal operations. The solution has helped to quickly pinpoint and troubleshoot a major issue with Group Policy in which all content has been deleted. "Using Netwrix Auditor, I was able to determine that one of the domain controllers had an issue. Without Netwrix Auditor, it could have been much harder to find and quickly resolve the issue," admitted Mr. Hollis.

The overall results from partnering with Netwrix and using Netwrix Auditor have been very positive for Sam Hollis and Xcentric. Netwrix allows Xcentric to enable visibility into critical systems, meet the requirements of SOC 2 audits and ensure that customer data is fully secured. "The major benefit I see is that, with Netwrix Auditor, we get a deep insight into our IT infrastructure that we didn't have before. While it's easy to change Active Directory objects and make a mistake, the product adds a layer of security and accountability within the company. It is invaluable for our customers who rely on Xcentric to be able to guarantee the integrity of their sensitive data," said Mr. Hollis.

About Netwrix Corporation

Netwrix Corporation was the first to introduce 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 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.

Netwrix Corporation

300 Spectrum Drive, Suite 1100,

Irvine, CA 92618, US

Toll-free: 888-638-9749

Int'l: 1-949-407-5125

EMEA: +44 (0) 203 318



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