

Netwrix Customer Success Story



Borderfree Ensures PCI Compliance Across 400 Servers with Netwrix Auditor

CUSTOMER
Borderfree, Inc.

WEBSITE
www.borderfree.com

INDUSTRY
Technology

SOLUTION
Compliance

PRODUCTS
Netwrix Auditor

PROFILE



Borderfree is a market leader in international cross-border e-commerce solutions, operating a technology and services platform that the world's most iconic brands rely on to expand globally and transact with customers in more than 100 countries and territories and more than 60 currencies worldwide.

Headquartered in New York City, Borderfree has offices in Tel Aviv, Shanghai, Toronto and Dublin, offering comprehensive global e-commerce solutions.

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- Ryan Dorman,
Senior Systems Administrator,
Borderfree Inc.

Challenge: Staying PCI Compliant Despite the Large Number of Servers

As an e-commerce company Borderfree Inc. has extensive governance requirements, including ensuring compliance with payment card industry Data Security Standards (PCI DSS). The challenge of maintaining and documenting PCI DSS compliance is magnified by the fact the company operates nearly 400 servers. The Borderfree IT group needed a solution to help it better respond to information requests from internal and external audits.

Solution: Complete Change and Configuration Auditing for Streamlined Compliance

Prior to joining Borderfree, Ryan Dorman, the company's Senior System Administrator, had conducted a bake-off searching for the best change auditing tools, so choosing Netwrix Auditor was naturally an easy decision. "We looked at several other options, and every time we pulled sample reports together, our VP picked Netwrix Auditor," Dorman says. "We found that Netwrix Auditor did more and at a much lower price."

At Borderfree, the IT group conducted a proof of the concept test with Netwrix Auditor, liked the results, and deployed the full version with a principal purpose of enabling change auditing for meeting compliance requirements.

Netwrix Auditor helped Borderfree to enable quick and easy generation of reports for auditors, containing the detailed information on all changes occurring to the IT infrastructure and provided an audit trail for detailed forensic analysis.

Proven Result: High Value and Human-Readable Reports at Finger-Tips to Pass Any Audit

Since deploying Netwrix Auditor, Borderfree has enjoyed a unified view of audit data, which has greatly enhanced efficiency. "I've been a Windows administrator for 10 years, and searching through Windows audit logs can be a nightmare," says Dorman. "When the information that you want is in the log, it's not easy to find it, and when you do find it, it's not necessarily in a human-readable format."

"With Netwrix Auditor we've gained a complete visibility of the auditing data across the enterprise," Dorman says. "We now have the ability to easily find the data we need, and provide it to others in high-value reports that anybody can read."

Netwrix Auditor also makes it easier for Borderfree IT to work across the multiple Active Directory domain controllers of its internationally deployed IT infrastructure. "Netwrix Auditor gathers all of our domain controllers into a single console," Dorman says. "This makes it much easier for searching scenarios, especially compared to the step-by-step hoops we previously had to jump through."

Netwrix Auditor has slashed the time required to respond to audit queries. "When working with PCI, your QSA (Qualified Security Assessor) asks for a lot of things," Dorman says. "While there are native tools you could use to get dumps of data, they require a lot more time to work with. With Netwrix Auditor it takes me five minutes to complete tasks that used to take all day."

Dorman pointed to a recent request he received to provide a list of all accounts that didn't have password expiration dates. "If I were to do that without Netwrix Auditor, it wouldn't be particularly hard, but it would take hours to do," Dorman says. "First I would write some custom LDAP queries, dump the results into a CSV file, clean the data, and then put it into Excel format. Today instead of spending hours on that I could create the report with the click of a button. In fact, I don't even have to click the button because I've already shown the one who typically makes the requests how to find everything they need with Netwrix Auditor."

The ability to swiftly and completely respond to audit queries makes for an easier audit experience. "Netwrix Auditor changes the conversation from trying to dig up answers, to providing what is needed and having the information immediately available to respond to follow up questions," Dorman says. "Auditors can also see that you are on top of things, that you have a view into your IT environment."

Netwrix can help remove the pressure of walking into an audit meeting. "When you are sitting in a conference room with QSA and legal, finance, and other departments, it is nice to know you have a powerful tool with you," Dorman says. "You don't want it to be the Keystone Cops 'Well, let me run a report on this, and then look for that.' With Netwrix you can respond to questions on the spot, and handle conversations in real time. With Netwrix you can shorten the conversation with the auditor, which is always a good thing."

About Netwrix Corporation

Netwrix Corporation, the #1 provider of change and configuration auditing solutions, delivers complete visibility into who did what, when and where across the entire IT infrastructure. This streamlines compliance, strengthens security and simplifies root cause analysis. Founded in 2006, Netwrix is ranked in the Top 100 US software companies in the Inc. 5000 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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