

Netwrix Customer Success Story



Deploying Netwrix Password Expiration Notifier Yields 90% Reduction in Help Desk Requests for Password Resets

CUSTOMER

Xactly Corporation

WEBSITE

www.xactlycorp.com

INDUSTRY

Technology

SOLUTION

Password Management

PRODUCTS

Netwrix Password Expiration Notifier*

PROFILE



Xactly Corp. is a San Jose, CA based software leading producer of on-demand sales performance management that enables clients to design, implement, manage, audit and optimize sales compensation management programs easily and affordably. The software is used by sales and finance executives, compensation analysts, sales operations and sales professionals across a variety of industries, ranging from SMBs to large enterprises.

“Netwrix Password Expiration Notifier fit the bill perfectly. It did everything we needed it to do, and was extremely simple to use.”

- Tom Thrush,
Senior System Administrator,
Xactly

*This feature is now available only as a part of Netwrix Auditor for Active Directory

Challenge: Reducing the Need for Asking Help Desk to Reset Password

Driven by a desire to provide its own employees the same great user experience as they provide to its customers, the IT group at Xactly wanted to find a better way to handle password resets.

“We had been relying upon the system alerts within Windows, which simply weren’t enough, and the situation was even worse for our Macintosh users,” says Tom Thrush, Senior System Administrator at Xactly. “We were always in reactive mode—people calling in a crisis because they were locked out and couldn’t access resources. And often the calls came in after hours and on weekends.”

The IT group at Xactly had two other reasons for finding a better solution for password reset alerts. The first was that as a software and as a service organization they participated in annual SSAE¹ 16 audits, which in part look at password reset policies and practices. The second was that Xactly was preparing to roll out an internal Single Sign-On (SSO) initiative to provide a seamless experience for users as they went from one app or service to another within their Active Directory domain.

Solution: Using Netwrix Password Expiration Notifier to Slash Help Desk Reset Requests and Help Ensure Audit Compliance

Xactly began looking for a solution by performing a simple web search, immediately came across the Netwrix website, and liked what they found. “Netwrix Password Expiration Notifier fits the bill perfectly,” Thrush says. “It did everything we needed it to do, and was extremely simple to use. We had it set up and running within minutes.”

Xactly initially used the free version of Netwrix, treating it as a proof of concept. The free software worked so seamlessly, that Xactly soon decided to upgrade to the full version to take advantage of additional features—including the ability to customize the look and content of password reset alerts. “The full version is great because in addition to gaining complete control for look and content, we were also able to decide which organizational units within Active Directory to target,” Thrush says. “Netwrix Password Expiration Notifier also allows targeting by groups, which is what we did when we rolled it out for IT to try for a week before extending it to everyone.”

Xactly uses Netwrix to reduce incidences of expired passwords and to help ensure passwords are current for SSO-based resources, as well as to help ensure password management practices are compliant with audit requirements.

¹ Statement on Standards for Attestation Engagements

Proven Result: 90% Reduction in Help Desk Requests for Password Resets

Xactly has benefitted in several ways from deploying Netwrix, including a 90% reduction in help desk requests for password resets, the ability to customize e-mail messaging, the peace of mind of knowing their password management is audit compliant, and easier password administration.

"We estimate that we've seen about a 90% reduction in help desk requests for password resets," Thrush says. "And part of the great news there is that this translates into far fewer late night and weekend calls for help. Since I'm one of those who is on call after hours and on weekends, this is extremely appreciated."

Also the reduction in help desk requests for password resets frees up much-needed time for IT. Thrush notes: "Minimizing help desk requests is a big deal because it allows us to spend our time working on improving systems, rather than dealing with fixes."

Help desk requests are also reduced for Single Sign-On issues. "Netwrix Password Expiration Notifier helped us to get everybody's passwords trued up and so that everyone has a correct password in order to get to our web apps and other resources," Thrush says. "We use a lot of cloud apps, and they're all tied into SSO. Using Netwrix Password Expiration Notifier to ensure everybody's password is up-to-date has been a great help."

Thrush says that Netwrix provides peace of mind in regards to the company's annual SSAE 16 audits on password management. "Netwrix Password Expiration Notifier helps ensure that everyone is changing their passwords correctly, including contractors and people in the field," Thrush says. "Netwrix Password Expiration Notifier helps us know that we are 100% password compliant."

Netwrix efficiency and dependability translates into easier password administration for Xactly. "Netwrix Password Expiration Notifier runs flawlessly," Thrush says. "We have the alerts set for a daily countdown starting at 14 days. Every night we get a report on where we are and of who still needs to change. We're able to proactively work with the managers to make sure that contractor accounts don't expire and lock out people who still require access."

Xactly uses the customization features of Netwrix Password Expiration Notifier to create alerts that clearly come from Xactly IT Department, and that provide additional information to help users with password resets. "Netwrix Password Expiration Notifier gives me full control over the formatting of the message," Thrush says. "I can change the messaging, or change the color, or change the size of the lettering to do things like add red numbers, or increase the font size depending on how many days the user has left for changing their password. We can also insert our own hyperlinks so a user can go directly to one of our internal web pages for directions on how to change a password or other areas of help."

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.

Netwrix Corporation, 20 Pacifica,
Suite 625, Irvine, CA 92618, US

Regional offices: New Jersey,
Atlanta, Columbus, London



Toll-free: 888-638-9749

Int'l: 1-949-407-5125

EMEA: +44 (0) 203 318 0261

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