Cayuga Community College Gains IT Infrastructure Visibility for Improved Security and Business Operations

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THE CHALLENGE

Cayuga Community College's IT department faces challenges typical to government-sponsored educational institutions. Constrained in human resources and budgets, the IT team has to be efficient in order to support users, minimize system downtime, protect systems and data, and comply with various IT requirements. The college has two IT infrastructures, one for each campus, but with some converged management. There are a total of 1,200 employee accounts and about 4,000 active student accounts. The IT infrastructure of the Fulton campus is managed entirely by Wade Lambert, IT manager at Cayuga Community College, and his team of 2 people. He also manages auditing and inventory for the entire college. Given the small size of the team and the wide variety of duties they must perform, a primary goal for Lambert was to optimize daily processes and increase the team's efficiency so they could better avoid security-related issues and disruption of business processes for users.

NETWRIX SOLUTION

As he searched for a solution that would simplify daily tasks, Lambert tested various software products and talked to his peers. A colleague at a different college was using Netwrix Auditor and highly recommended it. Lambert explained why, after thorough testing, he too chose Netwrix Auditor: "It is easier to troubleshoot incidents and secure data when you know who is doing what, when and where in the IT environment. And Netwrix Auditor is the solution that helped us start doing that. Its functionality was the reason why we opted for it in the first place and I have been happy with it ever since." Netwrix Auditor enabled the college to gain the following benefits:

Simplified daily routine. Keeping a close watch on all activity in Active Directory and Exchange has been simple with Netwrix Auditor. A daily report summarizing all activity in AD is automatically sent to Lambert, the network administrator and the helpdesk administrator. Lambert explained, "Whenever somebody changed something in AD, it always introduced a problem for us, as there was no reliable track of what actually happened and who did it. The visibility provided by Netwrix Auditor is the biggest win. We overwhelmingly rely on the software and it makes daily routine so much easier."

Fast investigation and easy troubleshooting. The team can now quickly investigate any IT issue, find the root cause and fix it. Even if the root cause lies in the distant past, Netwrix Auditor's complete audit trail and Google-like search help the team find the required information in a matter of minutes. "If there was no Netwrix Auditor, it would be impossible to deal with issues in a timely manner, especially when we have to wear 6 or 7 hats. It would mean inefficiency in the processes and potential disruption of operations for our business users. I am trying to be proactive that way and resolve issues as fast as I can," said Lambert.

Better security of the IT environment. The software also helped the IT team improve the college's security posture by enabling them to uncover changes they were previously unaware of, as well as proactively understand what cyber security controls need to be tightened and what policies need to be implemented. The team receives alerts on critical changes, such as changes to security groups or the domain administrators group, so they can react quickly before any unwanted activity becomes a serious security issue.

KEY BENEFITS

- Increased system availability
- Improved efficiency of IT operations
- Secured business-critical systems

Learn more about Netwrix Auditor

Netwrix Auditor has been one of the most important solutions in my toolbox. It improved us in the ways I didn't even know we needed to be improved. It saves us trouble keeping track of what is happening in the environment, empowers with visibility needed for security and troubleshooting, and adds efficiency and proactivity to our daily work.

**Wade Lambert,
IT Manager,
Cayuga Community College**