



Pike Electric Slashes Troubleshooting Time to 15 Minutes to Ensure Business Continuity



THE CHALLENGE

Pike's IT infrastructure is pivotal to its financial operations, and uncontrolled activity of staff across the environment can affect the corporation's commercial performance. Given that there are over 2,700 network users and 45 employees in the IT department, the risk of improper changes is high. On top of that, the complexity of the infrastructure, which consists of 400 servers, 42 domain controllers and 40 file servers, hinders fast detection and troubleshooting of incidents. Pike needed to gain visibility into user activity across its critical systems to be able to spot and fix problems before they disrupt financial operations or cause business downtime.

NETWRIX SOLUTION

Kerry Schrantz, network operations manager at Pike, had strict criteria for a software solution, and Netwrix Auditor met his requirements. He explained, "The product clearly showed me who made what changes and when in our key systems — Active Directory, Exchange and file servers; and it allowed me to configure the alerts I needed. I also liked the price. So, Netwrix Auditor was exactly what I was looking for and there was no need to evaluate anything else." With the solution, Pike achieved the following results:

Faster troubleshooting for better business continuity. When one of the system administrators accidentally reset security settings on one of the organizational units, the entire accounting department was down. Using Interactive Search, Kerry quickly found the root cause, and the Active Directory change rollback feature enabled him to revert the undesired changes. "When you are dealing with the entire accounting division not being able to work — that is hours and hours of downtime. With Netwrix Auditor, it was less than 15 minutes from the moment I got warned there was an issue to the moment it was resolved. I just clicked the button and everything came back online, saving lots of man hours," he highlighted.

Better employee training. Kerry values Netwrix Auditor's ability to show changes grouped by user, since it enables him to coach his IT staff how to manage the infrastructure more efficiently and minimize the risk of incorrect changes in the future. He clarified, "If something goes wrong, Netwrix Auditor allows me not only to quickly resolve the issue, but to find the person who did it. By gaining insight into what's going on within my team, I'm better able to coach my staff on proper procedure and can also target my coaching with specific staff members."

KEY BENEFITS

- Uninterrupted business processes
- Faster troubleshooting
- Better employee accountability and training

[Learn more about Netwrix Auditor](#)

To keep the business running, we need to be able to bill our customers, receive revenue from them and pay our employees. Netwrix Auditor perfectly supports this cycle and keeps the flow going as efficiently as possible. It gives us insights into user activity across our key systems by showing who made what change and when. With Netwrix Auditor, we always know where the problem is and how to quickly remediate it, saving hours of labor time.

Kerry Schrantz,
Network Operations Manager,
Pike Electric

Customer
Pike Electric

Industry
Energy

Website
www.pike.com

Netwrix Auditor Applications
Netwrix Auditor for Active Directory,
Exchange, Windows File Servers

Customer Profile
Pike Electric, based in North Carolina, U.S., is the original non-union craft organization that performs construction and maintenance of transmission lines, substations, distribution lines and other electric infrastructure across the United States. It runs a state-of-the-art transmission and distribution fleet with over 6,500 pieces of equipment. Moreover, Pike Electric has been the recognized industry leader in storm restoration services for over 70 years.