Netwrix
IT Operations
Tame the IT chaos. Reclaim control.
Overview

IT operations with Netwrix

Netwrix solutions empower overburdened IT teams to meet user expectations and keep pace with evolving business needs without constantly staying late. IT teams can resolve critical issues before users get frustrated, and minimize downtime by mitigating the risk of misconfigurations in critical IT systems. Plus, IT teams can automatically collect the information required by stakeholders, and deal with data migrations and other business demands in far less time than using manual processes.

RESOLVE INCIDENTS

Lighten service desk workload by empowering IT teams to proactively detect and mitigate issues and streamline root-cause analysis to ensure timely and more efficient response.

AUDIT & REPORT

Slash the time you spend on change auditing and configuration baselining. Provide stakeholders with easy-to-read reports right away, instead of crawling through log data and compiling them manually.

MANAGE YOUR DATA

Use meaningful information about the data your organization stores to avoid dealing with an influx of tickets. Plan more efficient data migrations to reduce the amount of your workload later.
Reduce service desk workload by resolving issues more efficiently

Fix user issues before they become real problems

Prevent your team from being swamped with tickets on common user issues, such as expired passwords or inability to access required resources. Have detailed tickets automatically generated in your ITSM software so you can initiate informed response before users report a problem.

Be the first to know about events that might cause downtime

Get notified right away about critical events, such as the deletion of an organizational unit or a database with customer information, and fix them fast — before the business is affected.

**Netwrix Auditor Alert**

**User Account Locked Out**

Who: ENTERPRISE\j.Chan  
Action: Modified  
Object type: User  
Item: enterprise.com (Domain)  
What: com\enterprise\Users\MSmith  
When: 7/20/2019 5:35:08 PM  
Where: dc1.enterprise.com  
Data source: Active Directory  
Monitoring plan: Enterprise Domain Visibility Plan  
Details: User Account Locked Out

This message was sent by Netwrix Auditor from au-srv-fin.enterprise.com.
Reduce service desk workload by resolving issues more efficiently

Swiftly find the root cause of operational incidents

Get to the bottom of operational incidents much faster than crawling through logs or writing scripts. Whether a network switch has stopped working or your SharePoint website has become unresponsive, you can resolve the issue before users have time to complain.

Files and Folders Deleted

Shows deleted files and folders, with the attributes of each.

<table>
<thead>
<tr>
<th>Action</th>
<th>Object Type</th>
<th>What</th>
<th>Who</th>
<th>When</th>
</tr>
</thead>
<tbody>
<tr>
<td>Removed</td>
<td>File</td>
<td>\Customers\MSmith\Payment info.docx</td>
<td>ENTERPRISE\J.Carter</td>
<td>9/1/2019 8:56:10 AM</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Removed</td>
<td>File</td>
<td>\Customers\NLongbottom\Contact details.xlsx</td>
<td>ENTERPRISE\J.Carter</td>
<td>9/1/2019 8:40:20 AM</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Removed</td>
<td>File</td>
<td>\Customers\VCram\Final Project.ppt</td>
<td>ENTERPRISE\J.Carter</td>
<td>9/1/2019 8:35:44 AM</td>
</tr>
</tbody>
</table>

Troubleshoot user issues in less time

Whenever users want to know why their file is gone and how they can get it back or why they can’t access business-critical application running on a virtual machine, get the answer in a few clicks and enable users to get right back to work.
Cut the time spent on change auditing, configuration baselining and reporting

Get a clear picture of what was changed

Keep tabs on what’s changing across your on-premises and cloud-based IT systems so you can spot and remediate issues before they stifle business activity and user productivity. As a result, you can deliver uninterrupted IT services and meet your SLAs and user expectations consistently.

<table>
<thead>
<tr>
<th>Who</th>
<th>Object type</th>
<th>Action</th>
<th>What</th>
<th>Where</th>
<th>When</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENTERPRISE!J.Chan</td>
<td>Group</td>
<td>Modified</td>
<td>\com\enterprise\Microsoft Exchange Security Groups\Organization Management</td>
<td>ex3.enterprise.com</td>
<td>6/07/2019 11:31:29 AM</td>
</tr>
<tr>
<td>ENTERPRISE!J.Chan</td>
<td>Folder</td>
<td>Modified</td>
<td>\fs1\SharedIT</td>
<td>fs1</td>
<td>3/12/2019 9:49:31 AM</td>
</tr>
</tbody>
</table>

Make sure your change management process works as expected

Ensure that modifications which might affect the availability of IT systems are not made outside of your change management process by seeing who made each change and why. Optimize the change management process by feeding actionable audit data to your change management tools.
Cut the time spent on change auditing, configuration baselining and reporting

Spot any deviations from a known good baseline

Determine the current state of your critical IT systems faster than using manual processes so you can check whether your configurations match your known good baseline. Spot any deviations and remediate them to prevent system downtime and business disruptions.

Windows Server Configuration Details
Provides review of Windows server configuration. For a server, the following details are reported: its OS, antivirus, local users and groups, files shares, installed programs, and services. You can apply baseline filters to highlight security issues, such as outdated operating system or improper antivirus. Use this report to examine server configuration details and proactively mitigate risks in your environment.

<table>
<thead>
<tr>
<th>Category: General</th>
</tr>
</thead>
<tbody>
<tr>
<td>Server</td>
</tr>
<tr>
<td>audit.enterprise.com</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category: Software</th>
</tr>
</thead>
<tbody>
<tr>
<td>Object Type</td>
</tr>
<tr>
<td>Software</td>
</tr>
<tr>
<td>Software</td>
</tr>
<tr>
<td>Software</td>
</tr>
<tr>
<td>Software</td>
</tr>
</tbody>
</table>

Sensitive File and Folder Permissions Details
Shows permissions granted on files and folders that contain certain categories of sensitive data. Use this report to see who has access to a particular file or folder, via either group membership or direct assignment. Reveal sensitive content that has permissions different from the parent folder.

Object: \fs1\Accounting (Permissions: Different from parent) Categories: GDPR
<table>
<thead>
<tr>
<th>Account</th>
<th>Permissions</th>
<th>Means granted</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENTERPRISE\J.Carter</td>
<td>Full Control</td>
<td>Group</td>
</tr>
<tr>
<td>ENTERPRISE\T.Simpson</td>
<td>Full Control</td>
<td>Directly</td>
</tr>
<tr>
<td>ENTERPRISE\A.Brown</td>
<td>Full Control</td>
<td>Group</td>
</tr>
</tbody>
</table>

Object: \fs1\Accounting\Contractors (Permissions: Different from parent) Categories: GDPR
<table>
<thead>
<tr>
<th>Account</th>
<th>Permissions</th>
<th>Means granted</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENTERPRISE\M.Smith</td>
<td>Full Control</td>
<td>Group</td>
</tr>
<tr>
<td>ENTERPRISE\A.Gold</td>
<td>Full Control</td>
<td>Group</td>
</tr>
</tbody>
</table>

Assemble information required by stakeholders in a snap

Stakeholders want a list of who has access to a particular folder? Respond quickly with ready-to-use, human-readable reports. Or simply subscribe stakeholders to the specific reports they need, or give them granular access to the platform so they can get the data they need whenever they like.
Streamline your data management tasks

Make storage more efficient and users more productive

Identify redundant and obsolete content filling up your file storage. Eliminate this clutter to reclaim the time you would have spent helping users find what they need in all the mess. Create more accurate storage forecasts and reduce the pain of seeking additional budget for storage.

Near Duplicate Detection

Details near duplicate documents across the index. Near duplicates are detected as a background process, to enable the background processing simply enable the option "Near Duplicate Detection" within the Indexer Settings and rebuild the desired sources.

<table>
<thead>
<tr>
<th>PagId</th>
<th>PageUrl</th>
<th>Duplicate PagId</th>
<th>Duplicate PageUrl</th>
<th>Relevancy</th>
<th>Text Length Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>53107</td>
<td><a href="https://enterprise-my.sharepoint.com/sites/Research/">https://enterprise-my.sharepoint.com/sites/Research/</a></td>
<td>53114</td>
<td><a href="https://enterprise-my.sharepoint.com/sites/Marketing/">https://enterprise-my.sharepoint.com/sites/Marketing/</a></td>
<td>100</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>Customer Satisfaction 2019/</td>
<td></td>
<td>Customer Satisfaction docsx</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Data Analysis.docx</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>53252</td>
<td><a href="https://enterprise-my.sharepoint.com/sites/Research/">https://enterprise-my.sharepoint.com/sites/Research/</a></td>
<td>53266</td>
<td><a href="https://enterprise-my.sharepoint.com/sites/Research/Documents/">https://enterprise-my.sharepoint.com/sites/Research/Documents/</a></td>
<td>100</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>Customer Satisfaction Data.docx</td>
<td></td>
<td>Customer Satisfaction Research 2019.docx</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Customer Satisfaction Analysis.docx</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

What do you want to do? When do you want to do it?

Choose a name for your workflow

Migration Workflow

Should this workflow be enabled on creation?

- Enabled
- Disabled

Which content source(s)?

Source Type: SharePoint
Sources: https://sp.enterprise.com/sites/Sales

What do you want to do?

- Action: Migrate document to File System
- Destination: \fs\internal\IT\test migration
- Maintain Folder Structure?: No
- Move/Copy?: Move
- If File Already Exists?: Append Migration Date
- Redact Document?: No

When do you want to do it?

Run this workflow against: Documents with Specific Classifications
Classified as:
- PII (All Terms)

Simplify and speed data migrations

Improve data migration projects with effective preparation. Identify business-critical content that should be migrated and minimize deliberations with business users. Save yourself hours of post-migration cleanup and reduce migration costs and timelines to make your bosses happy along the way.
Panoramic view of what’s going on in your IT environment

Netwrix platforms include a broad scope of supported systems and provide a single-pane-of-glass view of what’s going on across both data storages and backbone IT systems. This insight empowers organizations to increase operational efficiency across the entire IT environment so IT teams can solve daily challenges faster, keep up with evolving business needs and finally get home on time for a change.
Same workflows. Better results.

Centralize auditing and reporting

Keep activity trails from your on-premises and cloud applications in a secure central repository for more than 10 years. Ensure easy access to the audit data throughout the whole retention period to facilitate historic reviews, legal investigations and compliance inquiries.

Automate IT workflows

Enrich third-party or custom-built applications with actionable audit data from Netwrix Auditor to automate and improve IT workflows and processes like change management, security information and event management, and service management.

Visit the Netwrix Add-on Store at netwrix.com/go/add-ons to find free, ready-to-use add-ons built to integrate Netwrix solutions with your IT ecosystem.
Why Choose Netwrix?

What makes us different?

Fast time to value

Start getting value right out of the box and receive return on your investment in days, not months.

Non-intrusive methods of data collection

Avoid the nightmare of intrusive agents and undocumented data collection that could lead to denial of Microsoft support.

First-class support

Have your issues definitively resolved by the first-class, U.S.-based customer support with a 97% satisfaction rate.

A Swiss army knife for monitoring IT infrastructure.

Information Technology & Web Support Specialist

Gartner peer insights.
Built for IT environments of all sizes, Netwrix architecture supports the growth of your organization

Financial Services

Insight Credit Union slashes the time required to investigate and remediate operational issues with Netwrix.

Nonprofit

Teach For America slashes preparation time for internal audits from several weeks to just 20 minutes using Netwrix products.

Food & Beverage

With complete visibility into changes across their core systems, the IT team at Perfetti Van Melle Turkey can easily enforce security policies.

Banking

Actionable information from Netwrix enables IT pros at First National Bank Minnesota to clean up their IT infrastructure with far less effort.
About Netwrix

Netwrix is a software company that enables information security and governance professionals to reclaim control over sensitive, regulated and business-critical data, regardless of where it resides. Over 10,000 organizations worldwide rely on Netwrix solutions to secure sensitive data, realize the full business value of enterprise content, pass compliance audits with less effort and expense, and increase the productivity of IT teams and knowledge workers.

For more information, visit www.netwrix.com.

Next Steps

Free Trial — Set up Netwrix in your own test environment: netwrix.com/freetrial

In-Browser Demo — Take an interactive product demo in your browser: netwrix.com/browser_demo

Live Demo — Take a product tour with a virtual Netwrix expert: netwrix.com/livedemo

Request Quote — Receive pricing information: netwrix.com/buy

Awards

Corporate Headquarters:
300 Spectrum Center Drive, Suite 200, Irvine, CA 92618
Phone: 1-949-407-5125   Toll-free: 888-638-9749   EMEA: +44 (0) 203-588-3023

netwrix.com/social