Netwrix
IT Operations

Tame the IT chaos. Reclaim control.

01
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.
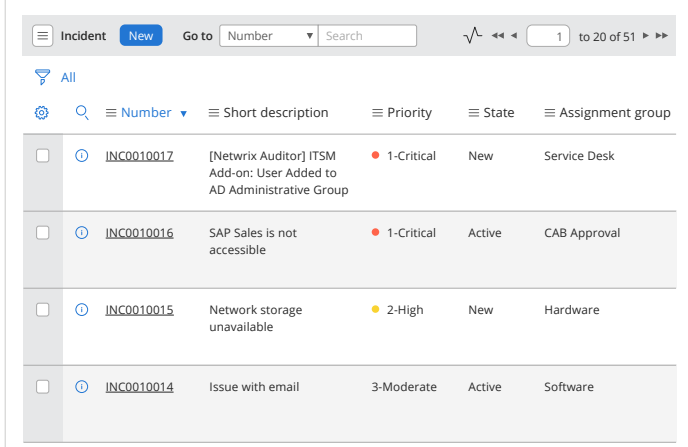
MANAGE YOUR DATA

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.

02

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.

		Number ▼	≡ Short description	≡ Priority	≡ State	≡ Assignment group
☐	ⓘ	INC0010017	[Netwrix Auditor] ITSM Add-on: User Added to AD Administrative Group	● 1-Critical	New	Service Desk
☐	ⓘ	INC0010016	SAP Sales is not accessible	● 1-Critical	Active	CAB Approval
☐	ⓘ	INC0010015	Network storage unavailable	● 2-High	New	Hardware
☐	ⓘ	INC0010014	Issue with email	3-Moderate	Active	Software

Incident | New | Go to | Number | Search | 1 to 20 of 51

All

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**.

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.

03
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.

← Search	👤 WHO	⚡ ACTION	🔺 WHAT	🕐 WHEN	🗄 WHERE

○ Data source "Network Devices" ✕   ○ Object type "Configuration" ✕

↗ Open in new window   **SEARCH**   ▦ Advanced mode

Who	Object type	Action	What	Where	When
John Carter	Configuration	🟧 Modified	172.28.62.120	172.28.62.120	9/23/2018 9:51:25 AM
Action name: Reload started					
Tom Smith	Configuration	🟧 Modified	172.28.62.120	172.28.62.120	9/23/2018 9:25:23 AM
Action name: Configuration changed					
Tom Smith	Configuration	🟦 Read	172.28.62.120	172.28.62.120	9/23/2018 9:14:02 AM
Action name: Configured					

Files and Folders Deleted

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

Action	Object Type	What	Who	When
🟥 Removed	File	\Customers\MSmith\ Payment info.docx	ENTERPRISE\ J.Carter	9/1/2019 8:56:10 AM
Where:	fs1			
Workstation:	audit.enterprise.com			
Date created:	"2/1/2018 4:02:14 PM"			
🟥 Removed	File	\Customers\NLongbottom\ Contact details.xlsx	ENTERPRISE\ J.Carter	9/1/2019 8:40:20 AM
Where:	fs1			
Workstation:	audit.enterprise.com			
Date created:	"12/28/2018 8:13:54 PM"			
🟥 Removed	File	\Customers\VCram\ Final Project.ppt	ENTERPRISE\ J.Carter	9/1/2019 8:35:44 AM
Where:	fs1			
Workstation:	audit.enterprise.com			
Date created:	"12/22/2016 11:43:33 AM"			

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.

04

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.

← Search   👤 WHO   ⚡ ACTION   📐 WHAT   🕐 WHEN   🗄 WHERE

👤 Who	"ENTERPRISE\J.Chan" ✕	⚡ Action	"Modified" ✕

🔗 Open in new window   **SEARCH**   ▦ Advanced mode

Who	Object type	Action	What	Where	When
ENTERPRISE\ J.Chan	Group	■ Modified	\com\enterprise\Microsoft Exchange Security Groups\ Organization Management	ex3. enterprise. com	6/07/2019 11:31:29 AM
Members: - Added: "Enterprise\Users\Phil Jackson"					
ENTERPRISE\ J.Chan	Folder	■ Modified	\\fs1\Shared\IT	fs1	3/12/2019 9:49:31 AM
Permissions: - Removed: "ENTERPRISE\S.Daniels (Deny: Create files / write data, Create folders / append data, Write extended attributes, Write attributes)"					
ENTERPRISE\ J.Chan	Data	■ Modified	ENT.MCuban	orcl/orcl. enterprise. com	3/12/2019 10:13:49 AM
Workstation: 172.28.11.135					

← Search   👤 WHO   ⚡ ACTION   📐 WHAT   🕐 WHEN   🗄 WHERE

○ Data sourse	"Group Policy" ✕

🔗 Open in new window   **SEARCH**   ▦ Advanced mode

Who	Object type	Action	What	Where	When
ENTERPRISE\ A.Pitt	GroupPolicy	■ Modified	Default Domain Policy	dc1. enterprise.com	11/27/2018 3:21:59 PM
Path: (Enabled)/Policies/Windows Settings/Security Settings/Account Policies/Account Lockout Policy Modified Policy: Account lockout threshold; Setting: 10 invalid logon attempts -> 9 invalid logon attempts					
ENTERPRISE\ A.Pitt	GroupPolicy	■ Modified	Block Software	dc1. enterprise.com	11/27/2018 3:15:37 PM
Path: "General/Details"; Details: Modified. "Display Name: Block certain software -> Block Software; "					
ENTERPRISE\ E.Lee	GroupPolicy	■ Modified	Default Domain Controllers Policy	dc2. enterprise.com	11/27/2018 3:02:01 PM
Path: "General/Details"; Details: Modified. "User Revisions: 0 (AD), 0 (SYSVOL) -> 2 (AD), 2 (SYSVOL); "					

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.

05

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.

Category: General

Server	OS Name	OS Version	Antivirus Status
audit.enterprise.com	Microsoft Windows Server 2012 R2 Standard	6.3.9600	Issues Detected

Category: Software

Object Type	Object Name	Properties
Software	Microsoft OneDrive	Available: ENTERPRISE\M.Peterson, Version: 17.3.4604.0120
Software	Trojan	Available: All users, Version: 6.9.5.2956
Software	Google Chrome	Available: All users, Version: 66.0.3359.139
Software	uTorrent	Available: ENTERPRISE\J.Hanson, Version: 3.5.3.44396

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

Account	Permissions	Means granted
ENTERPRISE\J.Carter	Full Control	Group
ENTERPRISE\T.Simpson	Full Control	Directly
ENTERPRISE\A.Brown	Full Control	Group

Object: \\fs1\Accounting\Contractors (Permissions: Different from parent)
Categories: GDPR

Account	Permissions	Means granted
ENTERPRISE\M.Smith	Full Control	Group
ENTERPRISE\A.Gold	Full Control	Group

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.

06

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.

Match Precision (%):	95
Minimum Text Length:	100
Maximum Text Length Difference:	20

+ Show filters

[Generate]

PageId	PageUrl	Duplicate PageId	Duplicate PageUrl	Relevancy	Text Length Difference
53107	https://enterprise-my.sharepoint.com/sites/Research/Customer Satisfaction 2019/Data Analysis.docx	53114	https://enterprise-my.sharepoint.com/sites/MarketingResearch/Customer Satisfaction.docx	100	0.00
53252	https://enterprise-my.sharepoint.com/sites/Research/Customer Satisfaction Data.docx	53266	https://enterprise-my.sharepoint.com/sites/Research/Documents/Customer Satisfaction Research 2019.docx	100	0.00
53574	https://enterprise-my.sharepoint.com/sites/Research/2019/Customer Satisfaction Analysis.docx	53593	https://enterprise-my.sharepoint.com/sites/Research/Data Collection/Customer Satisfaction Research.docx	97	3.50

Which content source(s)? > What do you want to do? > When do you want to do it? > Summary

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)

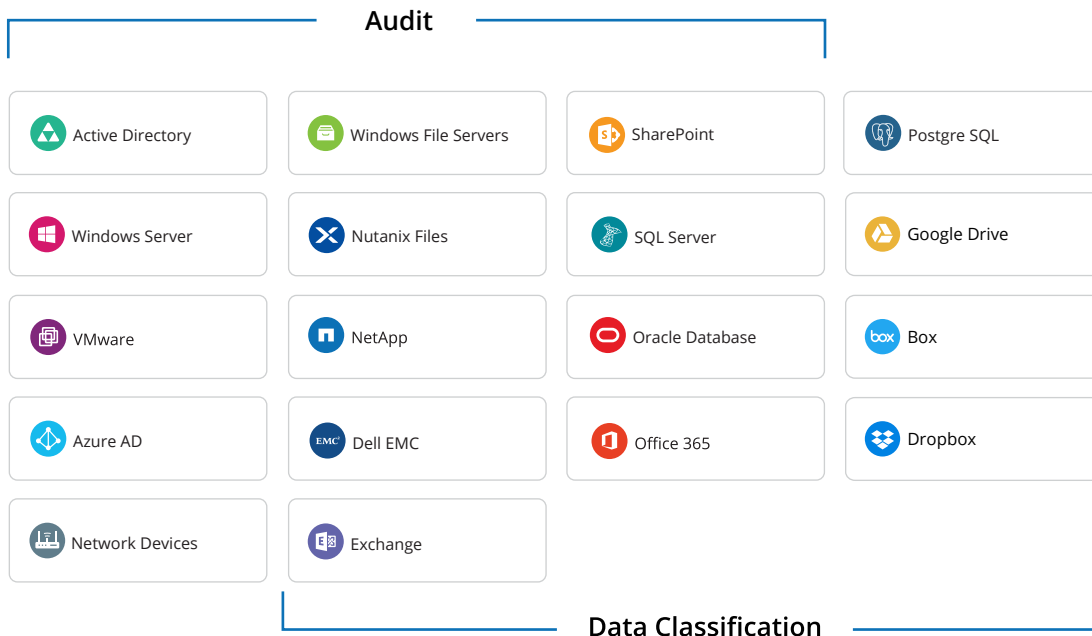---

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.

07
Netwrix Data Sources

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.

Audit

Active Directory	Windows File Servers	SharePoint	Postgre SQL
Windows Server	Nutanix Files	SQL Server	Google Drive
VMware	NetApp	Oracle Database	Box
Azure AD	Dell EMC	Office 365	Dropbox
Network Devices	Exchange		

Data Classification

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.

UNIX®   **CYBERARK**   **aws**

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.

splunk>   **now.**   **ALIEN VAULT**

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.

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 peerinsights

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.

Food & Beverage

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

Nonprofit

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

Banking

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

netwrix

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

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