

**Customer:**

Al Foah Co.,

Web Site:<http://www.alfuah.ae>**Number of Users:** 300**Industry:** Agriculture**Solutions:**

Change auditing

Products:[File Server Change Reporter](#)**Vendor:**

NetWrix Corporation

Phone: 888-638-9749

Web Site: www.netwrix.com**Customer/Integrator's Profile:**

Al Foah Co. is the world's largest producer of dates and is a member of the General Holding Corporation, Abu Dhabi. It was established in 2005 by the Abu Dhabi Executive Council with the objective of making UAE dates sector financially viable and internationally competitive.

How the World's Largest Date Agriculture Company "Planted" File Server Auditing

"NetWrix File Server Change Reporter came as a handy tool for auditing, organizing, reporting and archiving all kind of required changes... It really removed the burden of huge auditing requirement of our IT department"

Ahmed Maged, Senior System Engineer at Al Foah Co. Holding a BSc. in Electronics Engineering, MCSE:M, MCITP:EA and ITIL V3. With more than 5 years of hands on extensive experience with various Microsoft technologies and diverse IT HW and SW systems and a solid knowledge and practice of IT Service Delivery and Operation Management. My working experience varies from Military, Engineering Consultancy, Hospitality and Agriculture sectors.

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Challenge: Native Auditing of File Servers - Time Consuming and Resource Intensive

Very often IT departments have to deal with complex situations on the spot and that is when suddenly they realize they could resolve the issue almost in no time if only they had the right tool in place. Otherwise it sometimes takes weeks to go through security audit logs before on multiple servers finding out who

changed or accessed what files, where and when. The IT department at Al Foah Co. was no exception when they once discovered some sensitive data had been deleted from their file servers and they were forced to spend too much time looking for answers. At first they tried using native tools from Microsoft to help them deal with the problem; however the change auditing process was still very time-consuming. “We already worked with native tools which did some of what we looked for. But it required time and effort that we may not always have” said Maged.

At this very moment they realized the need in a specialized change auditing tool: “We were looking for an auditing solution to avoid us the time wasted reading thousands of logs to figure out who did what. The need was based on reactive approach after some sensitive data was deleted and we needed to get to old backups for restoration.” continued Maged.

The most important goal was reporting on all changes to file servers including file deletions. At the same time, the management was interested in getting regular reports on HR and Finance file access which also became one of the must-have capabilities of the desired solution: “Main requirement was for file server changes and deletion audit. We wanted to make sure that whoever deletes a sensitive file is logged. We also needed read audit on HR and Finance data based on management requirements” commented Maged.

Solution: Streamlined File Server Audit Reporting Within Minutes, not Hours and Days

As a long-time user of NetWrix products and having had positive experience working with freeware editions of NetWrix products Ahmed Maged, the Senior System Engineer at Al Foah made a decision to go with the Enterprise edition of the File Server Change Reporter to be able to better control all the changes in the File Server environment and provide instant response to deletions and changes of sensitive data.

“I’ve always had a positive feedback on NetWrix products. I’ve worked with the free versions for some time and found that it provides what we needed” said Maged.

The Al Foah’s IT department started working closely with NetWrix technical support on the product deployment which required some testing and evaluating. However, with the help from NetWrix technical support and sales teams the IT department of Al Foah was able to install the product in time, acquire the necessary product licenses and put everything to work.

“We had a really good support from NetWrix team, ... deployment was straight forward... The support guys are really patient as far as I can imagine with great IT knowledge and responsive actions. Sales are cooperative and friendly” commented Maged.

NETWRIX CUSTOMER CASE STUDY

Proven Results: IT Department Relieved from a Burden of Auditing

Since deployment of the NetWrix solution the departments that actually own the data took total control over file server changes and previously cumbersome weekly reports to the management turned into a simple routine executed by computers.

“Changes to our file servers used to cause us much headache especially with sensitive data being deleted. Spending hours with security logs trying to figure out who did what was quite a pain. NetWrix File Server Change Reporter sends custom weekly report to department managers with all their folders changes, and it really removed the burden of huge auditing requirement of our IT department.” said Maged.

Al Foah’s IT department was also impressed by the particular features of the product such as report filters which allow customizing reports exactly the way they need: “One of the great advantages is filtering file changes based on folder path. A technique that helped us separate each department head report based on his/her files only.” commented Maged.

When NetWrix File Server Change Reporter was implemented the IT department of Al Foah was finally able to save a lot of time and resources normally needed to organize and carry out auditing as the required processes were successfully automated thanks to the

NetWrix solution.

“The File Server Change Reporter simply did what we wanted to have,” said Maged. “, it’s a great product with great support team that will help you get it up and running with the minimal IT knowledge.”

About NetWrix

NetWrix Corporation is a highly specialized provider of solutions for IT infrastructure change auditing. Change auditing is the core competency of NetWrix and no other vendor focuses on this more extensively. With the broadest platform coverage available in the industry, innovative technology and strategic roadmap aiming to support different types of IT systems, devices and applications, NetWrix offers award-winning change auditing solutions at very competitive prices, matched with great customer service. Founded in 2006, NetWrix has evolved as #1 for Change Auditing as evidenced by thousands of satisfied customers worldwide. The company is headquartered in Paramus, NJ, and has regional offices in Los Angeles, Boston, Tampa and the UK.

NetWrix top-quality change auditing solutions have won 30 awards and are used by thousands of organizations around the world. The impressive list of customers from various industries includes many well-known brands, such as IBM®, Boeing®, Mitsubishi®, Hyundai® and more.