

**Customer:**

Large Metrology Firm

Number of Users: 7,500**Industry:** Other**Solution:**

Identity Management

Product:[Password Expiration Notifier](#)**Vendor:**

NetWrix Corporation

Phone: 888-638-9749

Web Site: www.netwrix.com**Customer Profile:**

This metrology firm boasts a globally installed base of millions of Coordinate Measuring Machines (CMMs), portable measuring systems and handheld instruments, as well as tens of thousands of metrology software licenses. The company empowers its customers to fully control manufacturing processes that rely on dimensional precision, ensuring that products manufactured precisely conform to the original product design. The company offering of machines, systems and software is complimented by a wide range of product support, aftermarket and value-added services.

Password Expiration Notifications Minimize the Impact of Strict Password Policies for Mobile Users and Improve Network Security

“NetWrix Password Expiration Notifier has led to a more secure environment, since passwords are now getting changed properly and more frequently.”

Tom Mazowski, Network Administrator

With over 7,500 employees stationed across the globe, this metrology firm is the largest in the world, and had positioned itself as the global industry leader. Not surprisingly so, the IT department was committed to maintaining a secure IT infrastructure that would help uphold the company reputation, and thus, understood the importance of proper identity management and strict password policies.

Challenge: Password Expiration Policy Impacts Mobile Users and Increases Helpdesk Workload

The firm’s IT department was looking for ways to improve network security, and the first initiative was to enforce tighter password policies that would require all users to change their Active Directory passwords within a predetermined amount of time. By enforcing strict password policies, IT administrators could create a more secure network that would protect against costly breaches. Unfortunately, however, the transition to stricter policies was not a smooth one for the company’s many mobile users, who were not receiving notifications of looming password expirations until it was too late. As a result, mobile employees were constantly running into issues stemming from unexpected password expirations that halted productivity and inundated the IT helpdesk with password expiration support tickets.

Solution: Automated Password Expiration Notifications

The IT department was in need of a solution that would alert on-site and mobile users when it was time to change their Active Directory passwords. That's when they found NetWrix Password Expiration Notifier, a proven solution that prevents password expirations by sending out automated e-mails that notify users of impending password expirations. The tool has proven particularly useful for its mobile users, who don't receive the standard password change reminders at login time (e.g. VPN or OWA users), and depend on the customizable e-mails to stay alert of coming expirations.

"We considered other vendor products, but NetWrix was an easy to implement and effective solution," said Mazowski. "We also looked at creating our own tools with VBscripts and scheduled tasks, but that was too time-consuming. NetWrix met our needs and it was easy to deploy without making a lot of changes to our environment."

"Deployment was really just a matter of minutes," Mazowski added. "It was extremely smooth and we've had no issues. On top of that, the NetWrix staff was very helpful through the sales and implementation process. We had no issues, but they quickly answered our technical questions about the installation."

Proven Result: Minimized Impact of Strict Password Policies and Strengthen Internal Security

NetWrix Password Expiration Notifier has

allowed this metrology firm to tighten internal security by inducing strict password policies that do not hurt employee productivity. By sending out automated expiration warnings, the IT staff can rest assured knowing that even mobile users will know when it's time to change their passwords. As a result, expired passwords are a thing of the past, and both end users, as well as the IT helpdesk, are now spending their time on more important projects and tasks. The company's IT department is now looking into purchasing other NetWrix solutions.

"NetWrix Password Expiration Notifier has helped increase the productivity of our IT staff and our mobile users by reducing helpdesk calls and avoiding unexpected problems with password expirations," said Mazowski. "We intend to implement the NetWrix Web-Based Password change for AD, which will give external users and consultants the ability to change their own password."

About NetWrix Corporation

Established in 2006, NetWrix Corporation provides innovative and cost-effective solutions that simplify and automate the management of Windows networks. With in-depth knowledge and experience managing Windows environments of all sizes, the company delivers solutions to meet complicated business requirements while fulfilling the best expectations of IT professionals.