Netwrix Customer Success Story

CUSTOMER
Utilities, Inc.

WEBSITE
www.uiwater.com

INDUSTRY
Technology

SOLUTION
Identity Management

PRODUCTS
Netwrix Password Manager

PROFILE

Utilities, Inc.

Utilities, Inc. provides safe, reliable, and cost-effective water service to residential customers in more than 15 states. Founded in 1965, Utilities, Inc. is experienced in managing virtually every type of water and wastewater facility.

Utilities, Inc. wanted to keep their growing password management needs above water. They found the answer in Netwrix Password Manager

> **"** *With Netwrix Password Manager deployed across the company overall network security has soared.*
>
> *- Tom Ostler,*
> *IT Manager,*
> *Utilities, Inc.*

Challenge: Weak Password Protection for the Network Access

About 300 out of the company's 450 employees work in the field to help ensure the quality of services and the integrity of systems. In 2007, Utilities, Inc. deployed a network to give its field employees access to a work order system. This provided increased efficiency, since workers could log onto the system to determine which projects should be done next, and to close out orders once jobs had been completed.

As the threats spread throughout the computing universe intensively in recent years, Utilities, Inc. recognized that it needed to provide better password protection for accessing the network.

"When we first deployed the network, we didn't set an expiration time for passwords, nor did we enforce strong password creation," says Tom Ostler, IT Manager at Utilities, Inc. "People became lax about their passwords, including sharing them with others. We needed to find a solution to help us define and enforce a more secure form of password administration."

As the company set out to find the best identity management solution, it was guided by a number of factors including an easy-to-use solution so people in the field could reset their own passwords without requiring IT intervention. The company also needed to find a cost-effective solution because it operates in the highly regulated and cost-conscious public utilities sector.

Solution: Netwrix Password Manager to Toughen Password Policies and Minimize IT Help Desk Costs

Utilities, Inc. performed extensive due-diligence testing on several products before settling on Netwrix Password Manager. The software appealed to Utilities, Inc. because it met their needs so well, including automating user identity lifecycle management, enabling self-service password management capabilities, and helping to enforce strict password policies. The company thought that these benefits would help to minimize IT help desk costs.

"We evaluated four other competing products, testing them internally within our IT department," Ostler says. "Netwrix did everything we needed, and then its pricing model really tipped things in its favor as it was by far the least expensive solution."

The company created a password management portal using Netwrix Password Manager. The password portal was piloted first within IT, and then with other groups at corporate headquarters. "We found absolutely no issues during the pilot," Ostler says. "So we soon released it to the entire company, including our people in the field. The actual roll-out only took half a day."

Proven Result: Stronger Security and Outstanding Cost/Benefit Ratio

Utilities, Inc. has enjoyed a number of benefits since deploying Netwrix Password Manager, including enhanced security and an outstanding cost/benefit ratio.

"With Netwrix Password Manager deployed across the company," Ostler says, "overall network security has soared. It's difficult to quantify, but I would say that our password security is orders of magnitude stronger than what it was before."

Ostler says the move to Netwrix and using stronger passwords has helped to raise security consciousness with internal users and those in the field, noting: "People now understand that password management is an expectation of employment, and keeping passwords secure is as important as pulling the keys out of your ignition at the end of your shift."

From the beginning, Utilities, Inc. saw the value in Netwrix Password Manager, and the value proposition has continued through deployment and use. "During our evaluation process we found the competing products we looked at cost two to three times more than Netwrix," Ostler says. "The value for us has grown because we've been able to greatly enhance the security of our passwords with virtually no increase for our capital expenditures or operational expenditures."

"We've been able to push the ownership and responsibility of password management down to the employees—where it belongs—so there is no added burden for the help desk," Ostler says. "We haven't had to add staff, we haven't had to throw personnel at managing this system. The cost/benefit ratio of our Netwrix deployment has been outstanding."

About Netwrix Corporation

Netwrix Corporation provides change and configuration auditing solutions that deliver complete visibility into who did what, when and where across the entire IT infrastructure. This streamlines compliance, strengthens security and simplifies root cause analysis. Founded in 2006, Netwrix is ranked in the Top 100 US software companies in the Inc. 5000 and Deloitte Technology Fast 500. Netwrix software is used by 160,000 users worldwide. For more information, visit www.netwrix.com.

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