

# Netwrix Customer Success Story



## Heritage Bank Acts in its Clients' Best Interests with Netwrix Auditor

**CUSTOMER**  
Heritage Bank

**WEBSITE**  
[www.heritagebankva.com](http://www.heritagebankva.com)

**INDUSTRY**  
Banking

**SOLUTION**  
Compliance

**NETWRIX AUDITOR APPLICATION**  
Active Directory, Group Policy, Microsoft Exchange, File Server, Microsoft SQL Server, VMware, SharePoint, Windows Server

### PROFILE



Heritage Bank, a subsidiary of Heritage Bankshares, Inc., engages in general community and commercial banking business, targeting the banking needs of individuals and small- to medium-sized businesses in Virginia (USA) with nearly half a dozen branches in Chesapeake, Norfolk, and Virginia Beach. Since the mid-1970s, it has been offering standard banking products and services for businesses, individuals, and municipalities.

“ *The balance between Netwrix Auditor functionality and its cost is incredible; it helps to save me a lot of time. When the auditors come and ask me for report, for example, on users and groups or who has domain administrator access, I can easily deliver it right in front of their eyes.*

*- David Auth  
AVP, IT Support Administrator  
Heritage Bank*



**David Auth**

David Auth is an assistant vice president (AVP) and IT manager at Heritage Bank. Mr. Auth has more than 15 years of experience in network design, business application support and customization, MIS, automation, IT planning and budgeting. At Heritage Bank, he manages the system's security, connectivity, and communication.

## Challenge: Small Banks under the Pressure of Compliance Audits

David Auth is an AVP and IT support administrator for the entire Heritage Bank network, including its local network, phone systems, email, file shares, the website, and all the transactional operations for five bank branches.

Since he took a job in the financial industry a couple of years ago, Mr. Auth learned about IT audits gradually, by trial and error, as he conducted them. Meeting compliance regulations has never been simple for financial organizations. Multiple unsuccessful tryouts of auditing software made him search for a solution to expedite the process of providing reports to auditors and evaluators. During the bank's regular verifications, which occur every 18 months, he has to show auditors Heritage Bank's internal security policies and network infrastructure

documentation, accompanied by summary reports. The reports must prove that the controls implemented by the bank are running according to the policies and specify the baseline on what is normal or abnormal for changes. Therefore, when the bank's most recent audit was coming up, Mr. Auth started searching for options that could bring visibility into everything that was going on across the IT infrastructure.

## Netwrix Solution: Perfectly Balanced Software to Beat the Compliance Rat Race

In the search for a suitable solution, Mr. Auth reached out to the online IT community to find out what his fellow IT pros have to say about the tools that they use to prepare for auditors' tricky requests. Many of his colleagues told him that they valued Netwrix Auditor for the rich set of features and affordable pricing that make it stand out from its competitors. "The balance between Netwrix Auditor functionality and its cost is incredible. We do not need a massively scalable global enterprise solution. We do not need something huge and expensive. Netwrix is perfect for us and for what we do," Auth said.

Mr. Auth managed to complete the deployment process easily and in a short period of time with the help of technical support, through email communication and a couple of remote sessions. "Setting Netwrix up, getting it out of the box, pulling a report – it was all very simple and went better than I thought it would be," Auth said.

Netwrix Auditor met the initial goal of streamlining compliance perfectly. Today Mr. Auth is using Netwrix Auditor for VMware and File Servers, Active Directory, Exchange, SharePoint, and Group Policy. Netwrix solutions help him control a wide range of things, such as proper user credentials, privileged accounts and group policies, and providing users with appropriate access permissions to file servers. "Being a small IT department, I am in charge of supporting the entire IT infrastructure, and Netwrix Auditor helps to save me a lot of time. I get a glimpse of Netwrix Auditor dashboard and have all the information I need across our IT systems. Netwrix is sorting and summarizing all the changes, sending me 13 scheduled reports via email every day," he says. "And when the auditors come and ask me for a report, for example on users and groups or who has domain administrator access, I can easily deliver it right in front of their eyes."

Apart from its key features, Netwrix Auditor has helped relieve Mr. Auth of the burden of being the only person looking at "consoles, dashboards, and logs reading events" and manually searching through log data. Netwrix Auditor does the lion's share of the workload because it gathers and summarizes this information and automatically puts it into a scheduled report. Now Heritage Bank has three security reviewers who share the responsibility for monitoring these reports and making sure no suspicious activity or changes goes unnoticed. "If I'm not available, somebody else will catch abnormal activity and alert me about that. I do not have to be the only person that can take all this information and read it," Mr. Auth explained.

By providing continuous compliance, Netwrix Auditor has become a necessary component of Heritage Bank's security policy. Today, IT audits are not a one-time scramble for Mr. Auth because he has the confidence that comes with remaining continually compliant. Because the bank is so pleased with Netwrix Auditor, Heritage has extended its license with Netwrix Auditor solutions for Exchange, Share Point, SQL Servers, and Windows Servers.

## 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 strengthens security, streamlines compliance and optimizes operations. Founded in 2006, Netwrix is named to the Inc. 5000 list and Deloitte Technology Fast 500. Netwrix software is used by 160,000 users worldwide. For more information, visit [www.netwrix.com](http://www.netwrix.com).

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