

Quest ChangeAuditor delivers comprehensive auditing and alerting for BPCE Insurance's Windows environment

BPCE Insurance is a subsidiary of Groupe BPCE, the second largest banking institution in France. BPCE Insurance handles more than two million fire, accident and casualty contracts for about 1.2 million customers. For the right tools to effectively audit and report on changes to Active Directory, Exchange and file servers, BPCE Insurance turned to Quest Software.

The Challenge

The insurance industry, like the banking industry, is subject to strong regulatory constraints and overview, particularly in terms of operational risk management. Expecting these regulations to become even more stringent, particularly with the future implementation of Solvency II reform, BPCE Insurance took stock of its compliance situation. The company found that its current tools did not enable it to adequately audit changes to Active Directory and Exchange, and did not allow for proactive management of internal security policy.

Accordingly, BPCE Insurance began looking for a solution that would audit all actions performed by users and administrators in Active Directory, Exchange and Windows file servers, and also alert appropriate personnel in real time to unusual or suspect behavior so they could take appropriate action quickly.

The Quest Solution

BPCE Insurance began its search by seeking recommendations from the IT departments of Groupe BPCE, but none of the tools they were using exactly suited the company's needs. Research into the solutions available on the market uncovered ChangeAuditor from Quest Software, which immediately stood out from the competition. "ChangeAuditor was by far the best solution in terms of both functionality and cost," said Stephane Malagnoux, head of the computer department at BPCE Insurance.

ChangeAuditor for Active Directory proactively tracks, audits, reports on and alerts on vital configuration changes, including GPO, schema, critical group and operational changes, without the overhead of native auditing. ChangeAuditor for Exchange does the same for your Exchange environment, auditing changes to non-owner and owner mailbox access, administrative groups, mailbox policies, public and private information stores, organizational changes and more. ChangeAuditor for File Systems tracks, audits, reports on and alerts on all changes that impact your file systems, giving you complete visibility into all changes, including original and current values.

To test whether the solutions would meet its needs, BPCE Insurance installed ChangeAuditor directly on the production environment of its Paris office. The company was impressed by the solution—especially by how easy it is to use. "We were seduced by the simplicity and usability of the tool, which allowed us to create queries without any particular technical expertise," reported Malagnoux.

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— Stephane Malagnoux
Head of the Computer Department
BPCE Insurance

OVERVIEW



Headquarters

Paris, France

Services

Insurance

Critical Needs

To audit and alert on user actions in Active Directory, Exchange and Windows file servers

Solution

ChangeAuditor for Active Directory,
ChangeAuditor for Exchange and
ChangeAuditor for Windows File Servers

Results

- Delivered full traceability of user actions in AD, Exchange and file servers
- Enabled real-time alerts on actions violating security policy
- Delivered operational risk management without requiring technical skills
- Automated the generation of customized monthly security reports
- Reduced help desk workload

The Bottom Line

With ChangeAuditor, BPCE Insurance is now able to efficiently and effectively track and report on all actions performed by its 650 users in Active Directory, Exchange and Windows file servers. The solutions were fully operational in the Paris office within weeks, and then were deployed in two other areas of BPCE Insurance, including the call center in charge of disaster management and customer relations.

A full, automated audit of all changes to Windows, which was previously impossible to obtain, is now published monthly. At a glance, BPCE Insurance can identify actions of users—including administrators—that might violate security policy, such as changes to Active Directory groups, changes to rights granted to users or unauthorized access to a folder or mailbox (including generic mailboxes). The full details of each change are available, so BPCE Insurance can determine exactly who did what, from what account and what machine and when. In addition, the company can identify user accounts that need to be closed after the employee's departure.

ChangeAuditor also delivered an unanticipated benefit: a reduction in help desk workload. Because ChangeAuditor provides full traceability of user actions, files that are reported "missing" by users can sometimes be recovered in just a few minutes when the help desk sees that they were simply deleted by mistake or moved to another folder by another user.

Because of its successful experience with ChangeAuditor, BPCE Insurance now plans to look into using other Quest solutions to protect its SharePoint environment and manage business processes and workflows.

About BPCE Insurance

A subsidiary of Groupe BPCE, BPCE Insurance is a major player in the insurance business in France. The company offers a range of products, including casualty, auto, home and accident insurance. For more information, see <http://www.bpce.fr/en>.

About Quest Software, Inc.

Quest Software (Nasdaq: QSFT) simplifies and reduces the cost of managing IT for more than 100,000 customers worldwide. Our innovative solutions make solving the toughest IT management problems easier, enabling customers to save time and money across physical, virtual and cloud environments. For more information about Quest solutions for application management, database management, Windows management, virtualization management, and IT management, go to www.quest.com.



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