

Background

Case Study | WCI Communities

WCI Communities, a real estate and community development organization headquartered in Florida, has been in the home building business for over 60 years. With an integrated portfolio of real estate and residential services including finance, title, architecture and interior design, WCI has been able to provide all aspects of the home buying experience from a single source.

Following downsizing at WCI across all departments, the IT team was faced with meeting the demands of the remaining 1000 employees with significantly fewer staff and reduced budget. There was an urgent need for a comprehensive security clean-up for file servers and service accounts, but with lost knowledge and expertise the IT team needed a simplified, automated, cost-effective solution.

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Pamela Andringa,
Service Support
Manager at WCI



The Challenge: Disappearing Budget, Resources and Expertise

Financially, WCI Communities was feeling the impact of the crumbling real estate market. Forced to make difficult financial and personnel decisions, the IT department saw a reduction in headcount of over 78%. WCI's IT team was forced to “do more with less” - fewer skilled resources, less budget and reduced emphasis on strategic IT projects.

With this economic-related reduction in workforce, a lot of knowledge possessed by the IT team left with those team members. Specialized skills and knowledge about the intricacies of the company network were lost, and the remaining staff did not

have the expertise to handle some of the more complex responsibilities of the IT department.

Two areas that needed immediate attention were identifying who has access to which resources on the corporate network, and maintaining passwords on service accounts on servers. WCI began looking for a solution to address these challenges that would require minimal budget and could be understood and used by a junior-level technician with little or no training. Having used ScriptLogic products in the past, they investigated whether Security Explorer would meet their needs.

The Solution: Security Explorer for File Servers

Pamela Andringa, Service Support Manager at WCI, was tasked with finding out who had access permissions on file servers, as well as identifying the service accounts that existed and updating the passwords for those accounts.

“We had a mess on our hands,” Pamela explained. “Dealing with the loss of many specialists who had the necessary skills to complete this type of task was very difficult. We needed to find a solution that allowed us to accomplish our goals, but was also easy to use and learn. Having the ability to put a solution in front of a junior level administrator and have them learn as they go was a priority.”

After doing their due diligence by looking at another solution, Pamela and team thought Security Explorer and its ability to solve their immediate problem was the answer. “For us, the most significant features were the ability to get a snapshot of all the service accounts that existed, report on that information and then change the passwords on those accounts,” Pamela said. “Having Security Explorer in place immediately saved our staff over 40 hours worth of manual digging for that information. It was a MUST-HAVE for us!”

Solution Continued

Pamela recalls the ease of use as the most compelling reason they chose Security Explorer. “Security Explorer is very intuitive. It is a great tool for beginner technicians and our staff could install the solution and get immediate results.”

Another contributing factor as to why Security Explorer was acquired was cost. Even with the huge reduction in headcount and the fact that all other IT projects were put on hold due to the dire financial

situation at WCI, there was no doubt that Security Explorer was essential for them to get a grasp on the security of their network. “Everyone has tripled their job responsibilities, so it is important to us to ensure that the staff we have in place can be as efficient as possible. There were other projects we could have spent that budget on, but we felt that getting a grips on the security of our network was the #1 priority and Security Explorer helped us accomplish that.”

Conclusion

The need to rapidly change service account passwords on a large number of computers with just a few clicks was the reason WCI Communities initially considered Security Explorer. Even in the midst of financial woes, WCI realized that the security of their network could not be compromised and they needed to address this time-consuming task with a solution that would be simple to use for even the most novice IT staff member. “We are just so pleased with the amount of time and resources we saved by purchasing Security Explorer,” Pamela explained, “This solution saved us from what would have been a tedious and manual process and allowed us to accomplish everything we needed with just a few simple clicks. We knew ScriptLogic from

previous project experience and felt they had the solution to help us meet our goals—and we did.”

Security Explorer Benefits seen by WCI Communities:

- *Immediately saved over 40+ hours of manual searching for service accounts and updating their passwords*
- *Gives less-skilled technicians the ability to accomplish what they need to without a long learning curve*

The Security Explorer Family

Security Explorer is a powerful, graphical solution for real time management of access controls and security on files and folders. This broad, real-time solution offers administrators the ability to manage, search, clone, backup, and recover permissions and security across the network. Optional permission management components in the Security Explorer family include SharePoint, SQL Server, Exchange and workstations .

ScriptLogic also offers a User-Centric Security Management Solution that combines the powerful

capabilities of Security Explorer with Quest Access Manager’s real-time view of every place a user has access to provide an advanced management solution that identifies and enforces access controls on files, folders and shares for users and groups throughout the network. With this integrated solution, organizations can expand IT’s control of user and resource access to data and applications, streamline management operations for better visibility into access controls and easily recover from situations where security objectives have not been met.

About ScriptLogic

ScriptLogic Corporation, a wholly owned subsidiary of Quest Software (Nasdaq: QSFT), is a recognized leader in Microsoft Windows systems and security management. Empowering more than 26,000 customers worldwide with the ability to manage the desktop lifecycle, streamline Active Directory management, secure and protect Windows servers, and ease the burden for Exchange administrators, ScriptLogic’s award winning solution families can benefit small to enterprise-size organizations in any industry. For more information on how you can capitalize on your existing IT investments for Desktop Management, Active Directory Management, Windows Server Management and Exchange Management, please contact us. ScriptLogic is headquartered in Boca Raton, Florida, with offices around the world. You can also reach ScriptLogic at (561) 886-2400 or on the Web at <http://www.scriptlogic.com>.