

Independence Community Bank of New York Takes Control of Access Rights with ActiveRoles Server

The Challenge

Because of the function of certain help desk individuals, ICBNY had to grant them domain access rights in Active Directory. This created two challenges: there were too many domain administrators, and, because of the native inability to log certain security information, it compromised ICBNY's efforts to achieve compliance with the FDIC and Sarbanes-Oxley requirements.

Jeff Duldulao, supervisor of the engineering group, comments, "We needed a way to reduce the number of administrators and get granular control over their access rights. These challenges made us look at the Quest offering."

The Solution

ActiveRoles Server met ICBNY's needs on two fronts: domain administration and compliance.

"ActiveRoles Server solved our domain administration problem. With it, we can effectively monitor group changes. Specifically, we can see who was added and removed from the domain admin group and what user accounts were deleted."

Duldulao continues, "ActiveRoles Server supports our compliance efforts. We have to comply with the FDIC and Sarbanes-Oxley requirements, and ActiveRoles Server eliminated our need to give help desk personnel domain administration access, helping us get better control of our system and improve security."

Why Quest

"Quest Software set the industry standard with products like this. We had worked with them in the past for reporting and event log management products, and we have confidence in their products and support. The decision to go with ActiveRoles Server was simple because it offered everything that we needed... Its ability to track, log, and audit group changes were crucial factors that strengthened our security and made us compliant with the FDIC regulations."

Business Benefits

After deploying ActiveRoles Server, ICBNY hired an additional 800 new employees. Because of Quest solutions, including ActiveRoles Server, they did not have to hire additional help desk personnel.

Duldulao recounts, "Despite the high number of new hires, we didn't have to hire additional help desk personnel to take on user administration tasks. Now our help desk personnel can focus on issues that demand their specialized expertise such as banking issues, network issues, and more."

And, because of ActiveRoles Server's easy-to-use interface, even individuals with little to no technical abilities can perform basic administrative tasks. Empowering ICBNY to better develop dedicated teams focused on specific tasks within Active Directory put them in control, and made their environment more secure.

"ActiveRoles Server's user interface is very easy to use and puts all the administrative functionality we need right at our fingertips."

Overview

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Jeff Duldulao
Supervisor of the Engineering Group
and in charge of Network Security
Independence Community Bank of New
York (ICBNY)

Business Benefits

- Saves time and money
- Decreases the help desk workload, helping to ensure rapid problem resolution
- Allows you to reap immediate benefits through an easy-to-use interface
- Increases security
- Advances compliance efforts

Technology Benefits

- Improves control of access rights within the domain
- Provides a security layer to Active Directory



Technology Benefits

"Because ActiveRoles Sever enables us to grant granular rights, we can more comfortably delegate certain functions and only grant rights according to the specific job function," states Duldulao.

Core Functionality

Secures Active Directory by controlling administrative access to Active Directory and other resources. Logs all actions in a centralized fashion, enabling quick investigation and troubleshooting.

Automating user provisioning reduces administration and gets new users up and running faster.

Manages the entire user lifecycle, including provisioning, reprovisioning, and deprovisioning, for Active Directory accounts, Exchange mailboxes, and home directories. Provides for customization and extension, to accommodate specific requirements in each organization.

About Independence Community Bank of New York (ICBNY)

Independence Community Bank of New York (ICBNY), a 154-year-old financial institution, provides consumers and business clients with a wide range of financial products and services. With over \$17 billion in assets, Independence has more than 120 branches located in the five boroughs of New York City as well as 51 branches in New Jersey. For additional information, go to www.myindependence.com.