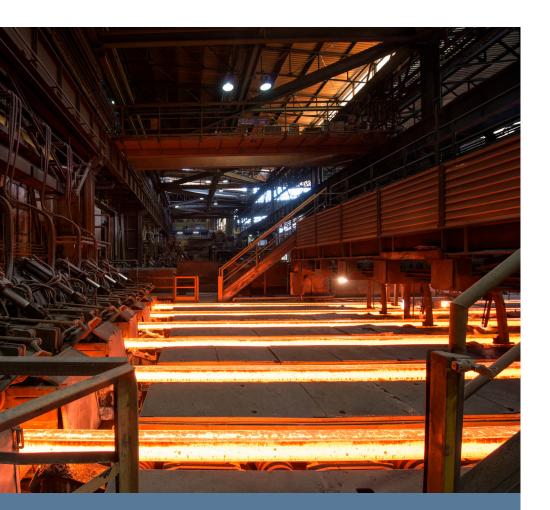# Manufacturer ensures security and GDPR compliance

AFV Beltrame Group gains centralized visibility into changes and user access across its hybrid IT environment with Quest® Change Auditor

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BUSINESS NEED

To maintain its position as a leader in the steel industry, Beltrame Group needed better visibility into activity across its hybrid IT environment. Disparate, cryptic native logs simply did not enable to the IT team to promptly detect improper changes, respond effectively to business requests and satisfy increasingly stringent compliance requirements.

SOLUTION

With Quest® Change Auditor, the company now has the complete, centralized visibility into changes and user access it needs to ensure system availability, security and regulatory compliance across its hybrid IT infrastructure. Clear dashboards and proactive alerts enable the IT team to quickly spot, investigate and remediate unwanted changes, and a comprehensive, easy-to-read audit trail ensures individual accountability. As a result, the company now enjoys strong security and can easily demonstrate its compliance with the GDPR and other regulations.

BENEFITS

- Delivers complete, centralized visibility into changes and user access across the hybrid IT environment

- Improves security and system availability by speeding incident detection and investigation

- Helps ensure compliance with GDPR and other regulations

SOLUTIONS AT A GLANCE

- Microsoft Platform Management

"With Change Auditor, we achieved our goal of gaining complete and centralized visibility of security audit operations across the entire Group — including not just our on-premises Windows file servers and domain controllers but also our Office 365 services, such as mail, SharePoint Online and OneDrive for Business."

Mirco Destro, CIO and IT Manager, AFV Beltrame Group

AFV Beltrame Group has been an important player in the steel industry for over a century. Thanks to its culture of continuous innovation and long-standing reputation for high-quality products, the company is now number one in Italy and a leader in the European market. Underlying this success is a sophisticated hybrid IT environment, which the IT team keeps highly available, secure and compliant with help from Quest® Change Auditor.

> "With Change Auditor in place, we have not only the continuous monitoring we need to ensure smooth business operations, but a historian that tracks exactly what happened. The GDPR requires tight response times, which are pivotal and compulsory, and Change Auditor enables us to achieve compliance."
>
> *Mirco Destro, CIO and IT Manager, AFV Beltrame Group*

SUCCESS REQUIRES CONSTANT INNOVATION — AND CONSTANT VIGILANCE.

Beltrame Group manufactures hot rolled merchant bars for construction, automotive and excavation at six plants in Italy, France, Switzerland and Romania. The company understands that to deliver the best products at the most competitive prices in today's stringent markets, it must constantly strive for better and better mobility, flexibility and speed, while also maintaining strong security and continual regulatory compliance. At the same time, the company is fully committed to employee health and safety, environmental sustainability, and energy conservation.

Achieving these goals requires constant innovation, a mindset that Beltrame Group has embraced wholeheartedly. For example, a few years ago, the company recognized that to continue to thrive, it needed to consolidate on a modern Microsoft environment — in particular, it needed to move from its legacy IBM Notes messaging platform to Office 365. The IT team sought out the best solution available, and using Quest Migrator for Notes to Exchange, they were able to plan and execute a smooth migration, ensuring that the company could take full advantage of the benefits of the Microsoft cloud to drive the business forward.

However, the complex hybrid environment brought new challenges. Perhaps most importantly, the IT team lacked the complete visibility it needed to ensure system availability, security and regulatory compliance. "We were in the dark about what was happening on our IT systems — we could not be sure of who had done what," explains Mirco Destro, CIO and IT

manager at AFV Beltrame Group. "With no dedicated change control tool, we had to rely on the system logs and the system console, which were difficult to use and did not always provide the information we needed. As a result, we simply could not give definite responses to many business requests."

In addition to impacting business operations, the lack of visibility into the IT environment was also a serious concern for legal and strategic reasons. "To be compliant with laws such as the GDPR, we needed a tool that would act as a magnifying glass, enabling the IT team to look in detail at the various changes in our technological infrastructure," recalls Destro. Otherwise, the company could fail compliance audits, which might result in steep fines, damage to the company's sterling reputation and lost business.

PRODUCTS & SERVICES

SOFTWARE
Change Auditor for Active Directory
Change Auditor for Logon Activity
Change Auditor for Windows File Servers
Change Auditor for Exchange
Change Auditor for SharePoint
Migrator for Notes to Exchange
Coexistence Manager for Notes

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A PROVEN TRACK RECORD, EASE OF USE AND TOP-OF-THE-LINE SUPPORT MAKE QUEST THE EASY CHOICE

The IT team needed centralized visibility into all significant changes to its domain controllers (DCs) and file servers, which were distributed across Italy and abroad, as well as activity in Office 365. They reviewed the change management solutions available on the market, but the success of the messaging migration put Quest at the top of the list. A demo of the Quest® Change Auditor solutions confirmed that they would deliver the deep visibility that Beltrame Group needed to maintain system availability while enhancing security and regulatory compliance. Moreover, the IT team was impressed with how easy the tools were to use and the high quality of Quest's professional services.

Initially, Beltrame Group invested in three solutions: Change Auditor for Active Directory, Change Auditor for Logon Activity and Change Auditor for Windows File Servers. Together, these tools enable IT teams to proactively track, report and alert on critical events in Microsoft Active Directory, Azure AD and Windows Server — from changes to configurations and permissions to AD logon and logoff activity and Azure AD sign-ins to activity related to files or folders — all without the overhead of native auditing. Administrators can quickly see all the critical details about each change, including who made the change; when, where and from workstation it was made; and the original and current values. Change Auditor can even prevent changes to critical objects, and offers a single, correlated view across the hybrid AD environment that makes it easy to detect and troubleshoot issues.

EASY DEPLOYMENT ENSURES FAST TIME TO VALUE

Implementing Change Auditor was so quick and easy that the team at Beltrame Group began seeing value from the investment immediately. "Change Auditor is pretty much an off-the-shelf tool, so it is operational in a very short time," Destro reports. "We were able to monitor our most important file servers from the very beginning. We especially appreci-

ated the simplicity with which the servers we wanted to audit were recognized as domain controllers or file servers, and how we could install the agents on the servers directly from the management console without having to enable native Windows auditing."

GAINING DEEP VISIBILITY INTO ACTIVITY ACROSS THE HYBRID ENVIRONMENT

With Change Auditor in place, Beltrame Group now has broad visibility into changes and logon activity across its hybrid IT environment, all from a single console. "With Change Auditor, we achieved our goal of gaining complete and centralized visibility of security audit operations across the entire Group — including not just our on-premises Windows file servers and domain controllers but also our Office 365 services, such as mail, SharePoint Online and OneDrive for Business."

In fact, both the technology team and the infrastructure team at Beltrame Group now rely on Change Auditor to proactively detect improper modifications and quickly investigate and resolve issues. "With Change Auditor tracking all changes on our file servers, we are able to verify in real time all activities performed by users and administrators on sensitive files, including those containing financial and strategic information, which is essential for security and regulatory compliance," notes Destro. "We can now investigate and resolve IT anomalies and provide clear and precise information about what happened, which translates into delivering a higher level of service to our business."

For example, the tool enables Destro's team to track the activity of malicious insiders or attackers inside the network using stolen credentials. "If we suspect that a user's credentials may have been compromised, Change Auditor enables us to trace the operations performed by the user and see all the critical details, such as when and from which workstation they were performed. Similarly, we can monitor the actions performed by specific user groups, such as administrators, consultants or the members of specific departments, which speeds investigations and ensures accountability."

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>
> *Mirco Destro, CIO and IT Manager, AFV Beltrame Group*

The insight that Change Auditor provides into activity in the Microsoft cloud is valuable in a number of ways as well. "The visibility into Office 365 services was very useful during the email migration process. It also allows us to identify file sharing operations via OneDrive and Sharepoint Online with users outside the Beltrame Group." As a result, Beltrame Group can keep its sensitive and confidential data under strict control, as required for security and regulatory compliance.

PROACTIVELY SPOTTING AND REMEDIATING IT VULNERABILITIES

However, Destro and his team are not content to merely sit back and wait for problems to arise; they use Change Auditor to proactively look for weaknesses in their IT environment and resolve them to prevent problems in the future. "Thanks to Change Auditor's continuous monitoring of our systems, we were able to identify and solve issues, such as configuration anomalies, that we did not even know about before," Destro adds.

ACHIEVING AND PROVING GDPR COMPLIANCE

Change Auditor is also invaluable in helping Beltrame Group achieve and demonstrate regulatory compliance. "With Change Auditor in place, we have not only the continuous monitoring we need to ensure smooth business operations, but a historian that tracks exactly what happened," notes Destro. "The GDPR requires tight response times, which are pivotal and compulsory, and Change Auditor enables us to achieve compliance."

RELIABLE SOLUTIONS AND STRONG SUPPORT ARE THE RECIPE FOR A SUCCESSFUL PARTNERSHIP

Beltrame Group's experience with Quest solutions and Quest support has been so positive that the company purchased Change Auditor for SharePoint and Change Auditor for Exchange as well as other Quest products for Exchange and Notes. They have continued to evaluate additional solutions from the Quest Microsoft Platform Management portfolio. "Our experience with Quest has been positive and the Change Auditor solutions have brought significant value to our company, so we are considering expanding our investment by adopting Change Auditor Threat Detection," says Destro.

"We also appreciated the professional support offered by Quest both during the proposition of the solution and during the installation phase," Destro adds. "We have also had the opportunity to interact with technical support, which has always responded in a precise and decisive manner to our requests concerning the preparation of periodic reports based on our specific needs."

ABOUT QUEST

Quest provides software solutions for the rapidly-changing world of enterprise IT. We help simplify the challenges caused by data explosion, cloud expansion, hybrid datacenters, security threats and regulatory requirements. Our portfolio includes solutions for database management, data protection, unified endpoint management, identity and access management and Microsoft platform management.

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