

Case Study

Audatex efficiently manages customer data with ADAudit Plus

Company: **Audatex**

Industry: **Information Technology and Services**

Location: **India**

About the Company

Audatex, a Solera company, is the world's leading provider of software and services to the auto insurance claims processing industry. Audatex is a next generation automotive claims and collision repair estimation platform. It's an innovation that delivers intelligent and seamless customer solutions to insurers, auto body repair shops, car owners, and automobile manufacturers. Audatex connects all stakeholders and empowers them to make quicker, smarter decisions.

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George Maness

Windows systems administrator at Audatex

Business challenge

Audatex manages data for multiple companies, meaning they have a number of domains to maintain and audit. George Maness, Windows systems administrator at Audatex, and his team found it difficult to sift through large amounts of Active Directory (AD) logs to understand daily activities. Detecting critical changes and warding off threats proved to be a challenge.

ADAudit Plus to the rescue

ADAudit Plus made AD auditing convenient for Audatex. It became easy to track who created and modified accounts without the hassle of complicated security logs. Instead, all details of changes in the domain are presented in neat reports with information on who performed what change and when; plus, compliance reports specific to each industry can be generated with a single click. IT admins are notified of critical domain activities and are able to stay up to date on all major anomalies in user behavior.

When asked what they like about ADAudit Plus, Maness said, *"ADAudit Plus continually improves with feedback from the customers and new features are rolled out often. These changes are constant and are always for the better. It is dynamic and responsive, just what we are looking for. Support for the product is timely and they get it back up and running very fast."*

Additionally, he added, *"It works well, it is informative, it does great, and support is really good."*

Audatex also uses two other ManageEngine products—ADManager Plus (an Active Directory management and reporting solution) and ADSelfService Plus (a secure end-user password management portal).