

Netwrix Customer Success Story



CUSTOMER

King's College Hospital NHS Foundation Trust

WEBSITE

www.kch.nhs.uk

INDUSTRY

Health Care

SOLUTION

Change Auditing

PRODUCTS

Netwrix Auditor

PROFILE

King's College Hospital 
NHS Foundation Trust

“TV star” Hospital Uses Netwrix Auditor to Secure 10,000-User Network

King's College Hospital is one of the UK's leading NHS Foundation Trusts and one of London's largest teaching hospitals that care for patients from some of the city's most underprivileged as well as wealthiest communities. Built up over 170 years, King's reputation as a world-class hospital was illustrated recently by its leading role in a number of documentaries broadcasted on Channel 4 and BBC1.

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- David Sewoke
Operations Team Leader
King's College Hospital

Challenge: Securely Managing Medical and Patient Data

David Sewoke

David is an ICT Operations, Support Team Leader at King's College Hospital, where he has worked since 1997. David specialises in Microsoft and Cisco systems and is partly responsible for managing King's 12,000+ user ICT network. He has an honours degree in Computer Science from London South Bank University.

King's College Hospital rose to national UK prominence when its Emergency Department work was portrayed in at least six series of the Channel 4 TV documentary 24 Hours in A&E between 2011 and 2014. However, like all NHS hospitals, the King's front-line work needs to be supported by robust, secure, and compliant back-office ICT systems.

The King's main computer network consists of around 1,000 Microsoft Windows-based servers used by over 12,000

employees, with 50 "trusted" systems managers responsible for controlling user access to the hospital's highly sensitive medical, patient and staff data.

In 2012, King's recognised that it was a massive challenge to manually monitor the thousands of daily "events" on its Active Directory recorded by its seven domain controllers and file servers. The Trust needed an automated product that would enable it to audit all activity and changes on the Active Directory, for both security and compliance.

Solution: Netwrix Cost-Effectively Audits Critical Changes

King's looked for the best auditing tool to monitor changes on its Active Directory. The Trust needed to track changes, such as who and when users might have been given "admin" rights to access sensitive data— which could mean, for example, staff from its cardiac or pharmacy departments wrongly being able to access each other's data, or sensitive HR data such as staff salaries.

On Windows networks, Microsoft provides standard Active Directory (AD) tools to achieve this. However, the King's Operations Team Leader, David Sewoke, explained, "The event logs and standard tools from Microsoft just didn't fit the bill, because it was too time-consuming to go through the entire event logs just to check who had made a change. There are thousands of events so it's hard to track everything."

To address this, King's shortlisted Netwrix Auditor and another competitor solution, then ran a "proof of concept" comparison between the two.

David said, "Netwrix Auditor came out on top because it was more thorough and easier to use. It only took under an hour to set up Netwrix. With another solution it took over a week to get it set up and even then it didn't work properly".

Proven Result: More Secure Network, Changing People's Behavior

Since it was installed in 2013, Netwrix Auditor has helped King's improve the security and compliance of its Microsoft-based server network, supporting the detection and investigation of security incidents by analysing unauthorised or malicious changes to system configurations and the detection and prevention of breaches of sensitive information by auditing changes to user content and permissions.

In particular, Netwrix Auditor for Active Directory provides David Sewoke with automated daily change reports and sends real-time red alerts to his e-mail on his mobile phone if any of the system administrators change a user's access rights to information. King's has enjoyed numerous benefits from this.

"It's improved the security of the network and I now have full visibility of what happens on AD," David said. "I know exactly who is making changes, when and where. I have the IP address of all the machines that are actually making the changes as well as their host names. I know the change times, who made the change and where from and the object changed, along with details of the security group or the finer details of what happened."

David said Netwrix has helped to change people's behaviour. "Now that staff are aware that everything they do is being audited, there's fewer security risks," David said. "People don't try to make changes such as adding a user as a domain administrator and then later on removing them. Now we can see how far trusted King's staff are going with their rights on our network."

As well as security, Netwrix Auditor has improved compliance. "We have external auditors come in to check that we're complying with NHS guidelines and Netwrix helps in this respect."

Netwrix delivered immediate results, David said: "It basically worked 'straight out of the tin.' I usually expect there to be a few problems—setting up the SQL database and various little problems like that, but there were no issues. It just did everything they said it would do."

David said the level of service from Netwrix has been "excellent – they respond within an hour of email and instantaneously if I phone them." He would recommend Netwrix to others "because of the ease of installation, its cost factor, and its functionality."

Based on this success, King's now plans to extend its use of Netwrix to its EMC-based storage area network (SAN) server environment. At that point, Netwrix Auditor will be monitoring the Trust's entire IT infrastructure.

"Because it's been so successful auditing our Active Directory, getting reports so quickly, we'd like to extend it to our file servers," David said. "It would cover the whole campus; it would be on everything, all the servers and with full Domain coverage."

He concluded: "I'm very pleased with the decision to bring Netwrix into the King's network. I would give Netwrix 10 out of 10; it meets every single requirement we wanted from it."

About Netwrix Corporation

Netwrix Corporation provides IT auditing software that delivers complete visibility into IT infrastructure changes and data access, including who changed what, when and where each change was made, and who has access to what. Over 150,000 IT departments worldwide rely on Netwrix to audit IT infrastructure changes and data access, prepare reports required for passing compliance audits, and increase the efficiency of IT operations. Founded in 2006, Netwrix has earned more than 70 industry awards and was named to both the Inc. 5000 and Deloitte Technology Fast 500 lists of the fastest growing companies in the U.S. For more information, visit www.netwrix.com

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