Audatex efficiently manages customer data with AD360

Company: **Audatex** | Industry: **Information technology and services** | Country: **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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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.

AD360 to the rescue

The real-time Active Directory change auditing and monitoring module of AD360, 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 AD360, Maness said, "AD360 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 AD360 modules— the Active Directory management and reporting module and the secure end-user password management portal.

About AD360

AD360 is an integrated identity and access management (IAM) solution for managing user identities, governing access to resources, enforcing security, and ensuring compliance. From user provisioning, self-service password management, and Active Directory change monitoring, to single sign-on (SSO) for enterprise applications, AD360 helps you perform all your IAM tasks with a simple, easy-to-use interface.

AD360 provides all these functionalities for Windows Active Directory, Exchange Servers, and Office 365. With AD360, you can just choose the modules you need and start addressing IAM challenges across on-premises, cloud, and hybrid environments from within a single console.

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