

Background

Stewart Title Insurance Co. is a wholly owned subsidiary of Stewart Information Services Corp. (NYSE: STC), a real estate information and transaction management company. Stewart provides title insurance and related information services for real estate and mortgage companies through more than 8,500 policy-issuing offices and agencies in the United States and international markets. Stewart also provides post-closing lender services, default management solutions, automated county clerk land records, property ownership mapping, geographic information systems, property information reports, flood certificates, document preparation, background checks and expertise in tax-deferred exchanges.

Case Study | Stewart Title

“Desktop Authority has saved us a considerable amount of time and manpower; where it would otherwise require someone to physically look at each machine and manage it, Desktop Authority has made it easy for us to tell us what’s out there and give us the ability to change it.” - Craig Goldenberg, CTO & VP, Stewart Title

The Challenge: Acquisition Adds Influx of Desktop Management Responsibility

In February 2006, Stewart Title Insurance Company’s New York headquarters had an IT staff of five responsible for 200 users spread across 7 offices. The company then completed multiple acquisitions, dramatically increasing the size of its user base and IT operations. Stewart Title now had an IT staff of 10 responsible for 35 locations and 400 users.

Now that the number of employees had more than doubled, Craig Goldenberg, CTO & VP at Stewart Title, faced challenging network issues. He needed to quickly and comprehensively configure the new users’ environments and provide quality IT support for all employees. Furthermore, Stewart Title staff members frequently move among offices and rely on the IT staff to ensure an efficient work environment anywhere they go.

The increased user base also amplified an ongoing regulatory compliance process. With stringent compliance requirements from Sarbanes-

Oxley, Stewart Title, like all public companies, must control the content on its systems closely. Since much of Stewart Title’s financial data resides on servers, responsibility for these internal control requirements falls on Craig Goldenberg and the IT staff. Therefore, they needed tools to secure and audit their Windows-based infrastructure, while implementing, maintaining and reporting on access controls across the enterprise without causing an administrative burden.

According to Craig Goldenberg, “A requirement for SOX compliance is to provide a detailed report on file security, shared security, delta changes, etc. and it got to the point with our internal and external auditors that really the only way to provide that information out of the box with Windows without a third party application was to do screenshots, which clearly is not an efficient mechanism with the number of servers and how frequently we have to provide the information.”

The Solution

Stewart Title, a ScriptLogic customer since 2001, used ScriptLogic’s Desktop Authority to simplify the seemingly monumental task of quickly configuring the 250 new desktops resulting from the acquisitions. Desktop Authority enabled Craig Goldenberg and the IT staff to proactively manage and support all desktops, laptops and servers any-

where in the enterprise remotely from a single interface without having to visit client machines. By integrating configuration, inventory, reporting, patch management, anti-spyware, power management and remote management into a single solution, Craig Goldenberg could efficiently manage any desktop environment from one console.

Craig Goldenberg then added Enterprise Security Reporter (ESR) to his arsenal in 2006. ESR is a comprehensive discovery and reporting solution for analyzing file security, group memberships and other security settings on Windows servers, which significantly eased the burden of fulfilling internal control requirements. Stewart Title Insurance Co. implemented ESR to watch user interaction with financial records, easily maintain and secure those interactions, and then report on their effectiveness. Thus, ESR helped Stewart Title fulfill a key requirement of Sarbanes-Oxley compliance.

“It was a necessity for compliance purposes for us to provide documentation on file security and file shares. Without ESR you’d have to do that with screenshots, which is totally impractical for every file,” says Craig Goldenberg. “Enterprise Security Reporter provides extremely detailed reports with a minimal amount of effort. The technology is seamless; it just works.”

Desktop Authority furthered Stewart Title’s proactive compliance efforts. Craig Goldenberg notes that using Desktop Authority in conjunction with Microsoft Group Policies significantly improves the security of Stewart Title’s IT network, while maintaining an optimum user experience. Craig Goldenberg and his IT staff enjoy Desktop Authority’s granular administration capabilities, powered by patented

The Benefits

According to Craig Goldenberg, the cost-saving and time-saving benefits associated with Stewart Title’s use of Desktop Authority and Enterprise Security Reporter have been far reaching.

“During the acquisition phase, we saved a minimum of 45 minutes per workstation by using Desktop Authority to easily uninstall non-conforming applications, install new applications, define settings and do inventory,” says Craig Goldenberg. “We did not need to hire any new IT personnel.”

Craig Goldenberg and his staff saved roughly 200 hours during the initial post-acquisition configuration process.

Furthermore, the Stewart Title IT staff has experienced enormous time savings over their five years as a ScriptLogic user, with a minimum of 400 hours spared over the last 5 years. “Plus,” says Craig Goldenberg, “The national standard is about \$30 per help desk call and being able to significantly reduce that saves money as well as manpower. The IT staff can work on other things.”

In addition to the reduction in time managing desktops and fielding help desk calls, Craig Goldenberg highlights the importance of Enterprise Security Reporter and Desktop Authority to help keep Stewart Title SOX compliant.

Enterprise Security Reporter retrieves and stores data on NTFS permissions, local account databases, user accounts, group member-

Validation Logic, which ensures that configuration settings only apply to desired users and computers.

“We have security set up to reduce the users’ ability to make changes on the desktop, which reduces help desk calls. Users can no longer misconfigure their desktops and so they don’t accidentally lose access to information or applications,” Craig Goldenberg says.

He explains the difficulties that would confront an IT staff without the help of Desktop Authority. “Prior to ScriptLogic, if a user logged on to a new desktop, you’d have to set up Outlook for them. That no longer is the case. Now, if a user moves to a different office, Desktop Authority automatically configures that person’s personal settings, including their Outlook, email profiles, printers, etc.,” Craig Goldenberg says.

“For example, we recently replaced our exchange server with one with a new name. Without ScriptLogic, we would have had to visit every PC, and users would have lost their personalized settings,” Craig Goldenberg says. “With Desktop Authority, we didn’t have that problem. The user logs in and doesn’t even know that the exchange name has been changed and all of their settings remain the same. We had no help desk calls because of lost settings.”

ships, Active Directory, and security settings on other resources such as printers and file shares. It then provides Craig Goldenberg and his staff with tools to compare, analyze, query and report on the security and configuration of the network.

“ScriptLogic has the trifecta down perfectly,” says Craig Goldenberg. “It saves us time, helps us in corporate compliance with better security, and it enhances the user experience. I don’t know of any other product that can do all three. Most other products feature manageability which usually sacrifices user experience.”

On a quarterly basis, Craig Goldenberg must check for unlicensed applications that may be running on individual desktops, possibly interfering with Sarbanes-Oxley compliance. Using Desktop Authority’s enterprise hardware and software inventory with built-in and custom reporting, he can easily fulfill this requirement. Without Desktop Authority, Craig Goldenberg would not be centrally aware of what applications were running on each employee’s PC. The product provides a detailed list of exactly which applications are running on each computer with no inconvenience to Stewart Title employees.

In one instance, Craig Goldenberg needed to determine the number of installations of a certain application.

According to Craig Goldenberg, “Without ScriptLogic you’d have to visit each desktop, create a script and see how many installations you have. For us with Desktop Authority, we ran the report and noticed

that there were more applications running than we were licensed for. Then, I could go to management with a detailed report of the computers that have the software installed and ask, 'Do they need it?'"

As a next step, Craig Goldenberg says, "I use Desktop Authority and write a rule in the application launcher that activates a quiet uninstall to say, 'Authenticate only the machines that I want to have this software installed on and anything but those machines, uninstall it.'"

"In about 45 minutes, I can review what applications I have in my environment and perform an uninstall. Without Desktop Authority, this would take days, if not weeks struggling to determine what desktops the application was installed on." Craig Goldenberg says. "Right there the product paid for itself. The first task that required mass management of our desktops that no longer required me to visit every desktop, I got the ROI."

About ScriptLogic

ScriptLogic Corporation is a worldwide leader in network administration software for Microsoft Windows-based networks. ScriptLogic's award winning suite of desktop, server, and Active Directory management products help empower network administrators to proactively save time, increase security, and maintain regulatory compliance. More than

18,000 customers use ScriptLogic solutions to manage approximately 4.5 million desktops and 100,000 servers. ScriptLogic solutions benefit any size network in any industry. ScriptLogic is a privately held company headquartered in Boca Raton, Florida. Reach ScriptLogic at (561)886-2400 or on the Web at www.scriptlogic.com.

Reach ScriptLogic at (561)886-2400 or on the web at www.scriptlogic.com.