



> Customer Case Study

Dollar Thrifty Automotive Group, Inc.

Configuresoft's ECM for Automated SOX Compliance Drives "Value Every Time," to Dollar Thrifty Automotive Group, Inc.

Dollar Thrifty Automotive Group, Inc. (DTAG) is a Fortune 1000 Company headquartered in Tulsa, Oklahoma. Driven by its mission, "Value Every Time", the Company's brands, Dollar Rent A Car and Thrifty Car Rental, serve value-conscious travelers in approximately 70 countries.

Dollar and Thrifty have over 1,600 corporate and franchised worldwide locations including over 800 in the United States and Canada. The Dollar or Thrifty brands operate in virtually all of the top U.S. airport markets; both brands operate in all of the top Canadian airport markets.

Business Situation

Lack of Automated, Validated Compliance

Many times, large, distributed environments are unable to accurately report on the status of their enterprise. Dollar Thrifty Automotive Group, Inc. was no exception. The Company was faced with a multitude of products and methods used to deploy patches in its environment; the challenge was in knowing know if patches actually deployed and if they were successful.

Systems Engineers at DTAG were consumed with manual checks and spreadsheets to collect data for internal auditors. It was a major undertaking to manage security event log data, patch levels and versions of anti-virus software for more than 500 servers to ensure compliance with internal and Sarbanes-Oxley regulations. Tracking inventory was a struggle, and the engineers were unable to merge data from multiple hardware management systems.

Additionally, auditors require confirmation of data integrity. DTAG had no way to provide such data without manual intervention. Engineers had to collect and compile the data manually, leaving room for error and manipulation.

Automated SOX Compliance and View of the Enterprise

Configuresoft's Enterprise Configuration Manager (ECM) provided the automated solution Dollar Thrifty Automotive Group, Inc. was looking for. DTAG was able to now use one product to manage a large inventory of multiple hardware systems. ECM ensures continuous compliance and delivers reliable, quick reporting and data integrity.

"SOX compliance was our goal. We were looking for a product that would validate installation and successful deployment of patches," said Robert Stewart, systems engineer. **"We needed a way to report on security event log data, patch levels and versions of anti-virus software. We found ECM provided reporting for these items out of the box."**

While automated SOX compliance was the driver behind purchasing the software, the company soon learned the depth of functionality ECM provides. Engineers could use it across functions to accomplish daily tasks. Among the unexpected rewards, Stewart noted, **"Finding a unique way to automate our inventory was fantastic."** The Server Management group was creating a custom database to track both hardware and asset inventory. When they learned they could create machine groups and assign administrators to each group using ECM they were very excited. ECM helps them identify the machine administrator, physical location and user. **"ECM provides visibility across our enterprise,"** stated Stewart. **"It opened up opportunities for better systems management."**

Automated SOX Compliance and View of the Enterprise (cont.)

IT management costs continue to rise. Buying a software application to accomplish a single task is not efficient. In contrast, ECM has extensive systems management functionality. Within five months of purchasing the product, DTAG is utilizing 75 percent of the functionality. The Company uses it for assessment, asset management, auditing, configuration management, compliance, patching and remediation tasks. Systems engineers look forward to using more compliance functionality and exploring ECM's alerting capabilities as they progress.

Out of the Box and into Compliance

Within 30 days of purchasing the software, DTAG implemented ECM across its 500 servers and was quickly on its way to automated compliance. This greatly reduced the risk for error in compiling data for auditors and ensuring data integrity.

Now, the Company is producing monthly reports to satisfy auditing requirements. Engineers run continuous checks and produce automated reports from data in ECM's configuration management database (CMDB) to satisfy auditing inquiries. The data is not exposed to manual interpretation or collection, making it reliable and secure. **"The auditors gain another level of security knowing the data has not been tampered,"** commented Stewart.

DTAG realized it achieved its goal for automated SOX compliance when MS06-001 (patch alert) came out. The critical Microsoft Security Bulletin was released on a Thursday, outside of the normal "Patch Tuesday" schedule. DTAG used the data within ECM to quickly assess its environment. To remain compliant, engineers must deploy critical patches quickly to a subset of machines. Normal protocol would have involved a team of six engineers spending their weekend patching these systems. Instead, one engineer spent 15 minutes creating a deployment package and deploying to all 500 systems through ECM's Security Update Manager (SUM). ECM verified successful installation and provided daily reports to ensure compliance.

A New Way to Manage the Changing Environment

Instead of reaction being the norm, DTAG is proactive. **"ECM has opened up a way for us to take control of our environment,"** stated Stewart. **"We build our servers to a set of standards and then monitor to ensure they stay in compliance. With ECM, it's been extremely easy to run reports showing that only 200 out of 500 servers need a setting changed. We have been able to improve the overall security of our organization using ECM."**

ECM also helps DTAG save time producing reports. When the engineering manager requests a report showing OS levels running on each server, staff no longer needs to spend 2-3 weeks logging in to each server for the data or creating custom API scripts. They pull up the ECM console, run a report, and hit print while the manager stands at his desk.

DTAG engineers are especially pleased with the accuracy of ECM reports. They are able to produce precise reports that show what the environment looks like at any given point. They report to management what the state of the enterprise is compared to their standards, and what is being done to remediate any concerns.

ECM is central to DTAG operations for security, compliance and control. The Company changed how it measures technical staff. ECM illustrates when standards are met and measures the engineers' progress in keeping systems current. **"We are managing our systems the way we want to,"** said Stewart. **"Being able to determine your system status, what needs to be done and be able to schedule the tasks is a huge benefit."**

To learn more about Dollar Thrifty Automotive Group, Inc. visit the web at www.dtag.com

About Configuresoft

Configuresoft is an innovator in systems management technology, serving eight of the world's 25 largest companies. Based in Colorado Springs, Colorado, the Company offers enterprise configuration, policy compliance and remediation products that span both operations and IT security. At a time in which organizations must maintain a continuous state of compliance throughout their infrastructure, Configuresoft ensures these environments conform to any desired or mandated state.

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