



# Service Account Manager Helps Federal Government Contractor Achieve Security Best Practices and Compliance

As one of the United States government's leading providers of technologies and solutions for national security programs, the company requires a highly efficient IT infrastructure to keep all of its operations running effectively across its dispersed, multi-national enterprise. A key element in its IT strategy is to deploy automated, centrally managed solutions that supplant time consuming, manual procedures.

## The Problem

For Mark McChesney, Senior Systems Analyst at the company, the need to automate frequent service account password updates was essential.

"Manually changing service account passwords on a hundred plus servers takes a very long time," he said. "Plus, as you individually reset the password on each box, the accounts on systems that have not yet been updated can lock up. So we needed a method that could automatically change every account simultaneously at regular intervals."

As a government contractor, the company was also subject to U.S. Department of Defense (DoD) security compliance mandates requiring frequent updates to passwords.

## The Solution

McChesney investigated potential solutions and found one product that met his prerequisites — Service Account Manager™ from Lieberman Software.

Service Account Manager remotely accesses, analyzes, and modifies Windows service properties on all systems in the enterprise. It provides a consolidated view of every service running on every system, and can quickly update service credentials and run dynamic dependency analysis throughout the network from one console, without deploying agents or resorting to tedious manual processes.

"This was the only product I could find that provided this type of automated functionality," McChesney said.

### Profile: Federal Contractor

The customer delivers innovative information technology and technical services solutions to federal agencies.

### The Problem

Company needed to automate Windows service management processes in the enterprise.

### The Solution

Purchased and deployed Lieberman Software's Service Account Manager.

### The Result

Local groups and accounts are efficiently managed with little involvement from IT, increasing productivity while ensuring security.

## The Result

Ever since implementing Service Account Manager McChesney has not experienced any of the system lockouts and extended administrator man hours associated with manual service account changes.

The product has allowed him to rapidly scan every system in the network, locate all of the Windows services that reference domain and local administrator accounts, and simultaneously update the credentials on each system in a matter of minutes. Not only does this process ensure that the passwords are regularly changed, but it also updates all of the dispersed services that reference the passwords, an impractical task without an automated solution.

"This is such an efficient way to do service account password changes," McChesney said. "Previously we had to track down which machine was causing the lockout, monitor the account, and keep unlocking it so that it wouldn't shut down the services or the servers we had already changed."

In addition to changing account credentials, McChesney has also found the product's granular control capabilities to be valuable. It lets him locate and surgically change a particular machine's service configurations.



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**Mark McChesney** | Senior Systems Analyst, Federal Contractor

The combination of centrally managed service modifications with fully audited reports on credentials usage, make Service Account Manager an integral tool in achieving security compliance mandates. For the company, this means meeting Department of Defense (DoD) requirements.

“The DoD specifies security standards that we have to meet, which do not apply to the public at large”, McChesney said. “One measure is to perform regular password changes. With Service Account Manager it’s a lot quicker and more efficient than what we did in the past, and we can document that the changes have been made to every system in the enterprise.

“I wouldn’t have any hesitation about recommending Service Account Manager. It’s accomplished everything we required, and even a few things we didn’t expect.”

## About Lieberman Software

Lieberman Software Corporation provides advanced systems management solutions that reduce the cost and complexity of administering the Windows enterprise. By automating time intensive security, server, and workstation maintenance tasks, Lieberman Software increases control over the Windows infrastructure, delivering improved productivity, performance, and audit-ready security. With products that simultaneously administer thousands of systems from a single console, Lieberman Software ensures that even the largest corporate, educational, and government enterprises remain managed, secure, and compliant. Lieberman Software is a Microsoft Gold Certified Partner headquartered in Los Angeles, CA.

