



PowerTech product enables lean IT department to share responsibilities & comply with audits

COMPANY OVERVIEW

C&D Technologies Inc. (NYSE: CHP), headquartered in Pennsylvania, has over 20 factories and facilities worldwide. The company is a leading supplier of products for reserve power systems, electronic power supplies and material handling systems. During power outages, C&D Technologies helps their customers maintain critical operations of telecommunications, data transmission, infrastructure computer systems and utilities.

Challenge

As a publicly traded company, C&D Technologies' relatively lean IT department has been greatly impacted by Sarbanes-Oxley (SOX) regulations. The IT department needed to comply with these regulations through better user management, monitoring, and reporting, despite the size of the staff.

C&D Technologies use the AS/400 and System i5 platform to run their MAPICS ERP system for financial data because the platform doesn't require a lot of maintenance and operations. But with only one system operations manager, plus a programmer analyst acting as a back-up operator, the company wasn't in compliance. SOX auditors insist on a separation of duties and a good paper trail, and an IT audit raised a concern that the back-up system operator had unlimited access and change rights to objects on the production system.

To address this concern, the IT department needed to find a solution that would enable the programmer analyst to continue working efficiently as the back-up operator for the small department, while reducing the number of powerful profiles. In addition, they needed to provide the documentation and audit trail required for SOX compliance.

QUICK FACTS

For C&D Technologies, PowerTech products delivered:

- Detective reporting capabilities that ensure compliance with Sarbanes-Oxley requirements
- Preventative user access controls that protect the system
- Easy integration of improved alerts and reports with existing communication channels

“Authority Broker provided the separation of duties that SOX auditors are looking for. I receive an alert when a user swaps into a powerful profile as well as a daily report that I can print out and keep on file for my upcoming audits—auditors love a paper trail!”

Jim Leonard, Director of IT Business Applications

Solution

C&D Technologies chose PowerTech Authority Broker™ to meet their compliance security and reporting requirements. With AuthorityBroker installed, they passed their first SOX audit with flying colors.

The C&D Technologies solution included the following PowerTech product:

- **PowerTech Authority Broker** — Meets audit requirements by managing and monitoring IT staff’s access to production systems, and protects critical corporate assets. The switch profile feature of AuthorityBroker enables users to switch to higher authorities as needed, and the product audits all of their actions, while limiting the number of powerful users.

Results

Key benefits that C&D Technologies enjoys from the PowerTech solution include:

- **Accurate, detailed compliance reports.** IT staff activity is tracked and logged to a secure audit journal that cannot be modified. Management now can easily review object-level changes and sign off on reports that can be kept on file for SOX auditors.
- **Improved security with maintained productivity.** With Authority Broker, C&D Technologies can specify when and how users exercise powerful authority. This unique flexibility enables users to complete daily job functions efficiently.
- **Ability to stay lean.** Even though SOX auditors insist on a separation of duties, AuthorityBroker enabled C&D Technologies’ IT department to stay small, while still complying with regulations.
- **Easy integration of alerts and reports with existing communication channels.** C&D Technologies uses Authority Broker’s flexible reporting capabilities to create daily reports for management review. “I receive a daily report via e-mail that I can print out and keep on file for my upcoming audits,” said Jim Leonard, C&D Technologies’ director of IT business applications. “Auditors love a paper trail!” And using the product’s custom alert interface, they also wrote a simple program that sends an alert to a manager’s cell phone every time a users swaps into the powerful profile.

Now that the IT Department has cleared the initial hurdle of SOX compliance, they are looking into other ways to use the versatility and power of PowerTech products.