



Case Study: Box

Situation

Box is an enterprise content management platform that solves simple and complex challenges, from sharing and accessing files on mobile devices to sophisticated business processes like data governance and retention.

After they went public in 2015, they were required to do user access reviews in NetSuite. Doing this manually proved to be a time consuming, expensive process. According to Caroline Coates, the Business System Analyst for Box, "The abundance of data coming out of NetSuite was unreadable and unusable for the business."

There were thousands of permissions to go with each role, and that list exponentially grew. One person was dedicated to reviewing every permission and every role, and the process would take the entire quarter.

This led Caroline to look for a more efficient process.

Solution

Having to meet regulations imposed by the Sarbanes-Oxley act, Box needed a solution that could help them review their 1000s of permissions and users to find conflicts. Caroline found the Fastpath Assure tool for NetSuite, an audit and compliance solution with an out of the box ruleset for conflict analysis.

With an out of the box implementation Box installed Assure themselves without the need to hire outside guidance. After easily installing the bundle in NetSuite, they were able to transfer all of their roles straight into the platform. Assure immediately started reporting on permission conflicts in need of mitigation. Caroline noted, "having Assure to do the conflict analysis made it so easy!"

Box's reviews have gone from a three month manual process down to a matter of weeks. The reports created by Assure have been developed by certified internal auditors, ensuring the quality of the data presented. This makes it easy for the compliance team to quickly interpret and report on any review. Caroline explains just how fast the process has become, "I can send out the file (Assure report) on Monday, and get approval by Friday."

The Box IT department gets a great amount of use out of the Conflict by User feature. Having given too much access to some users in the beginning, Assure allowed them to subtract permissions from a user and immediately see if conflicts were relieved.

Results

Soon after Box implemented Fastpath Assure, they recognized an immediate savings. The process that once took months, now takes weeks. From a risk analysis standpoint they are reporting reduction from a few thousand conflicts, down to a couple hundred mitigated conflicts.

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