




## American Bible Society

### Eliminating Manual Processes Key for Improving Services and Reducing Compliance Efforts

Founded in New York City in 1816, the American Bible Society is a donor-supported nonprofit ministry focused on the translation, publication, and distribution of the Bible.

In fulfilling their mission, the American Bible Society has developed into a technologically-advanced, multi-media organization. Their ongoing outreach efforts include print and digital publishing and distribution, audio and video production and distribution, a high traffic, on-line retail portal (bibles.com), web hosting for over 25,000 churches, and ongoing networking efforts with churches and organizations in more than 200 countries and territories. In 2004 alone, the American Bible Society was responsible for the distribution of more than 3.5 million Bibles and over 35 million scriptures.

The American Bible Society has a Windows-based infrastructure running approximately 25 servers across multiple locations. In addition to its headquarters in New York City, the organization has a disaster-recovery location in Virginia and a data center in Wisconsin, as well as additional peripheral locations and remote staff located across the country. While technically not required to comply with Sarbanes-Oxley, the influence of their board members, many of whom represent publicly-traded companies, and their interaction with peers from many NYC financial firms have led them to adopt a similar audit process.

#### American Bible Society IT Challenges

- Automate process to validate and audit configurations and changes
- Ensure compliance with Sarbanes-Oxley requirements

#### The Ecora Solution

- Ecora Auditor Professional provides Enterprise Configuration Visibility™ to customers worldwide, ensuring their IT infrastructures are secure, compliant and effective. Ecora is the market-proven leader in

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—Nick Garbidakis  
CIO/CTO  
American Bible Society

transforming enterprisewide configuration data into easy-to-understand reports for regulatory compliance and enabling IT best practices. The Company's flagship solution, Auditor Professional, provides the only patented architecture proven to automate the collection and reporting of configuration information from the entire infrastructure, without agents.

#### The American Bible Society Benefits with Ecora

- Increases IT staff efficiency and reduces costs by streamlining the configuration change process; ensures the organization is prepared to meet the requirements of annual compliance audits
- Ensures complete visibility into the change and configuration management process
- Increases productivity by allowing IT staff to focus on mission-critical, business processes; routine tasks have been automated

## Closing Gaps in the Change Management Process

With its high number of servers and disparate locations, the American Bible Society was confronted by two significant challenges: closing gaps in the change management process to eliminate vulnerabilities and demonstrating compliance with government regulations such as Sarbanes Oxley. According to Bill Grigonis, operations manager at the American Bible Society, the organization felt confident that the best way to address these challenges was through an automated change and compliance management solution. “We recognized that we needed a tool that could automate our change management process to ensure that our Windows servers and workstations were current with all security patches. Without automated change and configuration management in place, for example, we were concerned about our security exposure; we literally tracked changes on Excel spreadsheets manually,” Grigonis said. “We also wanted a solution to enable us to ensure compliance with Sarbanes-Oxley requirements. Using manual processes to produce reports needed for annual compliance audits was inefficient at best.”

## Proven Technology in a Comprehensive, Easy-to-Use Solution

**After evaluating many of the solutions on the market, the American Bible Society chose Ecora Auditor Professional**

“We chose Ecora Auditor Professional for a number of reasons,” explained Grigonis. “In a single, comprehensive solution, Auditor Pro gave us everything we needed; the custom reporting and scripting functionality in particular are excellent. Plus, the technology is proven, which was very important to us.”

On a day-to-day basis, Ecora Auditor Pro is enabling the American Bible Society to address problems that had been associated with tracking changes manually. “With manual change management processes, if a technician forgot to update the Excel spreadsheet that we used to track changes or didn’t remember to notify key personnel about a change, there was always a risk of problems,” said Grigonis. “With Auditor Pro, we have automated data collection that enables us to validate changes. This gives us complete visibility into the change process so that we can make sure everything is handled properly and fix problems before escalation.”

For Grigonis, an important advantage of Ecora Auditor Professional has been the quality and flexibility of the solution’s report templates. “Auditor Pro collects all the information we need and then allows us to generate reports that are clear and concise,” he said. “Plus, we can tailor each report to our specific requirements—or our auditor’s requirements—very easily, which saves us from searching through an extensive quantity of data to pinpoint the two or

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three items we need to focus on.” For the American Bible Society, Auditor Pro’s functionality has an impact on the bottom line as well. “Auditor Pro will eliminate upwards of 50% of the expense associated with our manual processes, such as gathering system documentation,” added Grigonis. “We expect to reduce the time needed to gather system documentation from weeks to hours or minutes thanks to the automation of our reporting processes.”

## Efficient and Effective Audit Preparation

Finding a change and configuration management reporting tool that could streamline the processes to demonstrate compliance with regulatory requirements was also an important factor in the American Bible Society’s decision to choose Ecora Auditor Pro. With its limited IT staff, preparing for annual audits had placed a tremendous burden on the organization’s resources. “From the start we knew that Ecora Auditor Professional would give us the tools we needed to prepare for our annual audits without adversely impacting the ability of our IT department to provide other critical services,” said Nick Garbidakis, the American Bible Society’s CIO/CTO. “It was clear from proof of concept that with Auditor Pro we would be able to provide our auditors with the information they requested, that the automation and custom reporting would make it an efficient and effective process, and that we could feel confident about the completeness and accuracy of the information we provided.”

## Support Plays a Critical Role

As is the case at any organization with a small IT staff, working with a vendor committed to delivering excellent customer support is especially

important to the American Bible Society. “It has been clear from the outset that Ecora is focused on our success,” said Garbidakis. “We don’t have extensive internal resources, so we look to our vendors to provide a high level of support, beginning with implementation and training, and then ongoing as needed. In Ecora we have found such a partner.”

## For More Information

To learn how Ecora's automated configuration audit and analytics solutions can ensure that your IT infrastructure remains operationally effective, secure and compliant, call toll-free **877.923.2672** or **603.436.1616**, e-mail [sales@ecora.com](mailto:sales@ecora.com), or visit the web at [www.ecora.com](http://www.ecora.com).

### BASICS AT A GLANCE

#### COMPANY

American Bible Society

#### INDUSTRY SECTOR

Nonprofit organization

#### ECORA SOLUTION

Ecora Auditor Professional

#### WEB SITE

[www.bibles.com](http://www.bibles.com)

#### About Ecora

Ecora Software provides Configuration Audit and Analytics solutions to customers worldwide, ensuring their IT infrastructures remain operationally effective, secure and compliant. As a crucial element integrated into the overall Business Service Management (BSM) strategy, Ecora is the market leader in transforming enterprise-wide configuration solution into clear, actionable reports for regulatory compliance and enabling IT best practices. The Company's flagship solution, Auditor Professional™, provides immediate value with its agentless architecture matched with rich report templates and pre-defined policies providing the foundation for effective change and configuration management. Ecora Software ensures that you are prepared for any IT audit before the auditor arrives, taking the cost and complexity out of compliance audits and enabling IT best practices for more than 800 worldwide customers across a wide range of industries, including many of the Fortune 1000. For more information, please visit Ecora at [www.ecora.com](http://www.ecora.com).