

LUMIGENT

The leader in providing comprehensive data auditing solutions



Organization: Atlas Van Lines
Headquarters: Evansville, IN, USA
Industry: Transportation services
Revenue: \$60 million
Website: www.atlasworldgroup.com

Customer Success: Atlas Van Lines

When Atlas Van Lines decided to retire its mainframe and move to a Microsoft SQL Server environment, the company selected Lumigent Audit DB™ as its new data auditing solution. The company now manages the risks of inaccurate data by relying on Audit DB to provide essential audit records about changes to the company's mission-critical database.

Lumigent Audit DB helped Atlas Van Lines:

- **Meet the challenge of Sarbanes-Oxley compliance**
- **Save 2,000 man-hours and \$100,000 in development costs**
- **Improve productivity and business operations**
- **Rapidly discover data discrepancies**

“Erroneous changes made in our shipping database can be very costly for the company and unsatisfactory to customers. Audit DB ensures that we can monitor and audit our financial and operational processes and protect the accuracy of our customer information.”

Illya Williams
Chief Information Architect
Atlas World Group

Data auditing required

With 450 local agents throughout North America, Atlas moves 100,000 households and handles 50,000 commercial moves each year. During the peak summer season, the company handles as many as 1,200 orders a day. The IT system that serves the company's far-flung operations is therefore large and complex.

With local agents accessing the company's database and multiple people across divisions touching a single shipment's data, it became necessary to modernize the platform and improve how data access was monitored. Thus, Atlas decided to move applications off of its mainframe.

At the same time, Atlas wanted to have strong data monitoring capabilities. Atlas knew that data errors were costly, both in terms of money and customer satisfaction. Missing a packing date, sending the wrong size or type of truck, or incorrect shipping cost estimates all have significant impact on operations, cost, and customer satisfaction. Atlas's finance and shipping applications are used by many people across all departments, including revenue, accounting, finance, risk management, insurance, claims, fleet, and safety, increasing the chances for errors.

“Every day, someone needs to know why certain data fields have been changed...what was the data changed, who changed it?” explained Illya Williams, Chief Information Architect for Atlas. “To protect Atlas' operations and answer these questions, we needed the same data auditing capability we had on the mainframe.” As a result, he made it a priority to deploy a data auditing solution for SQL Server 2000 on the then new platform of Windows 2003 on IBM and Compaq systems.

Performance is essential

The company's original auditing solution on the mainframe had been developed internally and was a very complex and time-consuming project. Atlas did not want to repeat that type of effort. Therefore, Williams, along with the architecture and quality IT group, identified three criteria for the new data auditing solution: ease-of-use, high performance, and an approach that did not rely on application modification.

"It was absolutely essential to have a solution that had low impact on system performance," noted Williams. "Application modification adds time and cost to development cycles and also adds processing time. We wanted a solution that would not extend the length of our users' transactions; something that didn't have a heavy footprint, but offered all the best features for data auditing."

Managing corporate risk

After reviewing available options, Atlas found that Lumigent Audit DB was the most comprehensive, full-featured data auditing solution available. Moreover, Audit DB offered an added benefit: it could help Atlas meet the challenge of Sarbanes-Oxley compliance.

Audit DB enables Atlas to maintain data integrity, reduce the risk of inappropriate changes and access to data, and comply with regulations for data privacy and security. In addition, Audit DB supports all methods of data collection, delivering the most complete audit trail of database activity available today.

"We initially deployed Audit DB to satisfy an internal business need, but now have continuous data auditing records to satisfy future compliance requirements," stated Williams.

Delivering critical information

Since deployment, Williams reports numerous instances where Audit DB provided crucial information about data changes. He noted one example when an operations manager contacted him to verify information he saw in the database. The data said that if a particular shipment was late, there would be an \$80,000 fine; yet the shipment value itself was only \$1,000. The manager was convinced that it was an error.

However, by using Audit DB to obtain a detailed report on the shipment, Williams found that the fine and value information was entered correctly. This enabled the manager to take steps to put the delivery on his watch list and monitor the schedule.

Huge cost savings

"Developing [a] base product would have consumed considerable internal resources," said Williams.

In fact, Atlas saved an estimated 2,000 man-hours by deploying Audit DB, rather than developing a home-grown data auditing solution itself. In addition to saving \$100,000 in development costs, the company's IT staff was free to devote their efforts to other important duties. "This was a huge advantage," Williams noted.

The company has also improved its productivity and business operations. With the comprehensive audit trails and rapid discovery of discrepancies, Atlas can intervene before data changes negatively affect customers.

"Erroneous changes made in our shipping database can be very costly for the company and unsatisfactory to customers. Audit DB ensures that we can monitor and audit our financial and operational processes and protect the accuracy of our customer information," Williams concluded.

About Lumigent

Lumigent is the market leader in data auditing for compliance and security. Lumigent provides solutions and services to help translate risk management policies into automated controls. Six of the top ten financial institutions rely on Lumigent to help pass audits, proactively manage risk, and enhance data security.

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