

Caterer ensures quality service and security

Pellegrini finds the right balance of powerful functionality and ease of use with Quest® solutions.



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Roberto Prefumo
IT Director, Pellegrini

CUSTOMER PROFILE



Company Pellegrini
Industry Food & Beverage
Country Italy
Employees 9,400
Website www.gruppopelegrini.it

BUSINESS NEED

To ensure high-quality, reliable service to its customers, maintain strong security, and prove regulatory compliance, Pellegrini needed centralized log management, advanced monitoring and change auditing, and in-depth reporting across its complex hybrid IT ecosystem.

SOLUTION

With Change Auditor, Enterprise Reporter and InTrust® by Quest, the IT team at Pellegrini has clear and deep insight into changes and other activity across the IT infrastructure. They can proactively respond to issues before they hurt user productivity, as well as track and report on user and administrator activity and permissions to improve security and satisfy auditors.

BENEFITS

- Improves security by enabling strong control over Active Directory and other core Microsoft platforms
- Saves time with centralized log storage and management and automated event correlation
- Speeds troubleshooting with Google-like search across the IT ecosystem
- Simplifies regulatory compliance with easy reporting on configurations, activity and more

SOLUTIONS AT A GLANCE

- [Microsoft Platform Management](#)

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Davide Melloni
Systems and Infrastructure
Manager, Pellegrini

More than ever, organizations need to be keenly focused on their mission — delivering exceptional service, creating useful products and so on. They need their IT systems to be highly available, secure and compliant, but they can't afford to have their limited IT teams spending huge chunks of their time trying to implement and learn overly complex tools. Pellegrini, a contract catering company in Italy, empowers its small IT team with auditing and reporting solutions from Quest because they are powerful yet easy to configure and use.

Established in Italy in 1965, Pellegrini operates in five areas: contract catering (its original focus), vending machines, cleaning and integrated services, food supplies, and welfare services such as meal vouchers. The company now serves 45 million meals a year at companies, religious communities, health facilities, schools and its Valentina restaurants. Pellegrini consistently provides healthy, tasty and wholesome food, all created by experienced chefs and served by trained and courteous people. The company has grown steadily since its founding, reaching a turnover of around €630 million in 2019. Moreover, Pellegrini is one of a select few organizations to earn a top three-star rating from the Italian Competition Authority, which certifies the reliability, reputation, seriousness and ethics of the company.

NATIVE TOOLS DO NOT PROVIDE THE VISIBILITY NEEDED FOR SMOOTH OPERATIONS AND REGULATORY COMPLIANCE

A few years ago, Pellegrini embarked on a modernization program for both services and infrastructure, which led to the adoption of more cloud and hybrid solutions. Combined with the approximately 700 workstations at numerous customer sites across Italy, that resulted in an IT infrastructure that is extremely heterogeneous. This complexity made effective management quite a challenge for the IT team, which includes just 14 internal resources supplemented by various consulting firms and external suppliers.

In particular, the IT team lacked the visibility they needed to maintain service

availability for both their own business and customers, ensure strong security, and prove compliance with strict regulations. “We needed to be able to know — and demonstrate our ability to know — what is happening at the level of systems, networks and users, in order to comply with the GDPR and provide reliable services to our customers,” explains Roberto Prefumo, IT Director at Pellegrini. “For instance, we provide catering in hospitals and schools, and our meal vouchers are critical for the many people who use it as their payment system; they expect the same continuity that they get with other payment systems. Therefore, an issue with an IT system like Active Directory could be quite devastating, because it would affect not just internal users but external services as well.”

PRODUCTS & SERVICES

SOFTWARE

[Change Auditor for Active Directory](#)

[Change Auditor for Active Directory Queries](#)

[Change Auditor for Exchange](#)

[Change Auditor for SQL Server](#)

[Change Auditor for Windows File Servers](#)

[Enterprise Reporter Suite](#)

[IT Security Search](#)

[InTrust](#)

With only native tools to help them monitor the IT infrastructure and troubleshoot problems, the IT team was struggling. “To identify and investigate suspicious activity in Active Directory, our file servers, Exchange or other systems, we needed to analyze the system logs,” recalls Davide Melloni, Systems and Infrastructure Manager at Pellegrini. “Since those logs were not centralized, we had to go to each system individually, which was a considerable waste of time. Moreover, the logs are not easy to interpret and, at times, it was simply not possible to correlate the data and achieve the goal of understanding what actually happened. We knew we needed a tool that would provide centralization of all system logs and make them easy to consult.”

EASY-TO-USE TOOLS THAT ENABLE IT TEAMS TO SUPPORT THE BUSINESS

After a careful review of the tools available, the IT team at Pellegrini narrowed the field to three vendors: Quest, Netwrix and Varonis. “We set up POCs with both Netwrix and Varonis to see their products and assess how well they could cover our needs. We did not need a POC with Quest because I knew its products well from previous experiences,” notes Melloni. “Since we do not have a team dedicated to system monitoring, we needed a tool that offers an appropriate balance between power and usability, so it would be immediately usable. Of all the vendors we evaluated, only Quest offered products that delivered all the functionality we needed while also being easy to implement and manage.”

To meet its broad needs, Pellegrini invested in several Quest solutions, including Change Auditor, InTrust® and Enterprise Reporter. Change Auditor delivers a single, correlated view across hybrid Microsoft environments, with visibility into all changes, whether on premises or in the cloud. You can easily track, audit, report and alert on all key configuration changes — and even proactively protect critical objects, such as administrative accounts

and groups, from being changed in the first place. To cover its core Microsoft applications, Pellegrini chose multiple Change Auditor solutions: [Change Auditor for Active Directory](#), [Change Auditor for Active Directory Queries](#), [Change Auditor for Exchange](#), [Change Auditor for SQL Server](#) and [Change Auditor for Windows File Servers](#).

InTrust is a smart, scalable event log management tool that empowers you to monitor all user workstation and administrator activity across Windows, UNIX/Linux, databases, applications, network devices and more. Moreover, its 20:1 data compression enables you to store those event logs cost-effectively for years. InTrust even delivers real-time alerting with automated actions to ensure immediate response to suspicious activity.

Enterprise Reporter Suite simplifies Microsoft platform security and compliance reporting. You can easily deliver real-time assessments into who has access to what resources across your environment; get deep visibility into Microsoft Teams to enhance security and productivity; prove that your critical IT assets are configured as required by compliance regulations; plan a migration or consolidation project; and more. Plus, Enterprise Reporter Suite includes [Security Explorer](#), which enables you to quickly take action from within the Enterprise Reporter user interface to manage access controls, permissions and security.

Finally, Pellegrini also relies on IT Security Search, which is available as part of Change Auditor, InTrust, Enterprise Reporter and several other Quest products. IT Security Search correlates data from these Quest solutions into a responsive, Google-like IT search engine that enables faster security incident response and forensic analysis. You can easily analyze user entitlements and activity, event trends, suspicious patterns, and more, all with rich visualizations and event timelines.

“IT Security Search is a tool that is fundamental and that I love. From any browser, we can stay in control of who does what — including exactly what our system administrators are accessing, which we need for compliance audits.”

***Davide Melloni**
Systems and Infrastructure
Manager, Pellegrini*

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STAYING ON TOP OF CHANGES ACROSS THE IT ECOSYSTEM IMPROVES SECURITY AND PRODUCTIVITY

With the Change Auditor solutions, the IT team at Pellegrini gained the visibility they need to continuously monitor their complex hybrid IT environment, and promptly spot, investigate and resolve issues. “Change Auditor enables us to understand exactly what is happening in our Active Directory, Office 365, Windows file servers and Exchange environments,” says Melloni. “For example, when a user complains that a file or folder has disappeared, it is easy to determine whether it was moved, renamed or accidentally deleted, and get the user back to work quickly. We have also set up a number of alerts; one of them notifies us in real time whenever a user's account is locked out, which enables us to intervene quickly — sometimes even before the user notices and calls the service desk.”

To complement the Change Auditor solutions, Pellegrini relies on InTrust and IT Security Search. “We use InTrust to monitor the network devices that are not monitored by Change Auditor,” Melloni notes. “IT Security Search is a tool that is fundamental and that I love. From any browser, we can stay in control of who does what — including exactly what our system administrators are accessing, which we need for compliance audits. It correlates the data across our systems, and even generates reports automatically. In short, we have a clear trace of all user activities.”

ENTERPRISE REPORTER

The IT team at Pellegrini has only begun to explore the broad capabilities of Enterprise Reporter, but they are already raving about its seamless integration with Security Explorer. “Before, it was extremely difficult to know who was accessing which resources, or even who had permissions to access which resources. With Security Explorer, we can immediately see who did

what and who is authorized to enter which systems. We have even used it a couple of times to create a security backup on some branches of our file server, and it enables us to restore from the backup in a very short time.”

TOOLS THAT ARE POWERFUL YET EASY TO CONFIGURE AND USE DELIVER PEACE OF MIND

With the Quest solutions, Pellegrini was able to be up and running quickly, and their IT team is able to focus on supporting the business rather than deciphering complex functionality. “Because of our company size, we cannot have IT staff devoted solely to monitoring and reporting,” notes Prefumo. “But the Quest tools are so easy to configure and manage that we were able to set them all up, customized to our needs, in just five days.”

As the company reaps the full value of these tools and continues its digital transformation, Prefumo will definitely consider investing in additional solutions from Quest. “Before, we were sailing a little in the dark, but with the Quest solutions in place, we are confident that whatever happens, we can trace the cause of the problem faster than before, and that our environment is more secure and compliant,” he says. “We still have a long way to go until we reach the limits of the Quest solutions we already have implemented, but we love Quest's simplicity proposition that delivers immediately usable tools, and I look forward to opportunities for future collaboration.”

ABOUT QUEST

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Quest Software. Where next meets now.

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