

Berkshire Industries

www.novell.com

SUCCESS STORY

With Novell® NetWare® 6.5, a leading manufacturer leverages open source technologies to save thousands of dollars a year in application development costs.

OVERVIEW

Berkshire Industries is a world-class supplier of precision machining for the aircraft, aerospace, defense, semiconductor and telecommunications industries. With sales of \$27 million, Berkshire Industries is a leader in the industry with cutting-edge technology, systems and skilled employees. The company has won numerous awards for performance, quality and customer service in its 40-year history.

CHALLENGE

Berkshire Industries has a heterogeneous network consisting of NetWare, Windows® 2000, Linux® and a variety of computerized machining equipment. The company needed a comprehensive and reliable network solution to manage its entire environment.

With a one-person IT department, Berkshire is always looking for ways to make the most of its IT investments. Berkshire needed a secure application platform to take advantage of open source technologies, without reducing system reliability or increasing management costs. Open source

technologies will allow the company to leverage proven technology to efficiently and cost-effectively develop applications.

SOLUTION

Berkshire selected a Novell Nterprise™ solution consisting of Novell NetWare 6.5, Novell eDirectory™ and Novell ZENworks® to manage its heterogeneous environment and to provide a platform for open source application development.

“No other vendor has enough solutions in one company to do what we wanted,” said Michael Giovannini, information systems director at Berkshire Industries. “I was a network integrator for many years and the performance and reliability of Novell solutions is unparalleled. The beta version of NetWare 6.5 is rock solid—it runs four times faster on one of my old servers than Microsoft® Windows 2000 does on a new server.”

With support for open source technologies in NetWare 6.5, Berkshire began creating new applications using PHP, Perl and MySQL*. For example, a new human resources application for the company's

N

“Embracing the open source community has been one of Novell’s wisest decisions. Now I can put open source applications on a platform I know and trust.”

—Michael Giovannini
Information Systems Manager
Berkshire Industries

Novell.

intranet will eliminate manual processes for submitting vacation and other benefit forms, significantly improving HR efficiency.

“Embracing the open source community has been one of Novell’s wisest decisions,” said Giovannini. “Now I can put open source applications on a platform I know and trust.”

Berkshire plans to leverage open source technologies to create applications that improve customer service and operating efficiency. Giving customers online access to view the status of their orders will significantly reduce the volume of daily inquiries to project managers. Berkshire will use Novell BorderManager® as a firewall to provide secure VPN access and ensure that customers only access authorized information.

“Leveraging open source applications provides an immediate return on investment,” said Giovannini. “My already lean IT budget is not getting pulverized by having to invest in other application development software such as Microsoft’s .NET. The less I spend on developing applications, the more I can spend replacing PCs and keeping our core infrastructure up to date.”

Berkshire uses Novell ZENworks to manage 90 Windows desktops, as well as its NetWare and Windows servers. The policy management in ZENworks prevents users from disrupting their applications and has reduced overall support calls by 90 percent. Remote control functionality allows Berkshire to manage its workstations and nearly 45 machinery computers without traveling to the production floor.

“The proof of Novell ZENworks is that as a one-man team I can manage 140 users and still have

time to develop new applications,” said Giovannini. “I haven’t had a 2 a.m. end-user support call since we implemented ZENworks.”

In previous application rollouts, Berkshire spent 15-20 minutes updating each of its 90 workstations. With ZENworks, the company can roll out new applications in a few hours from a central location, speeding application delivery time by 80 percent, without any user interruption.

By using Novell eDirectory as its metadirectory, Berkshire can manage its entire network from any location. “I couldn’t manage a network as well over the Internet with any other directory,” said Giovannini. “With Novell eDirectory and BorderManager, I can manage my network from anywhere and often spend 10-15 hours a week working from home.”

RESULTS

Using a Novell Nterprise™ solution, Berkshire’s one-person IT department has tied its heterogeneous environment together with a comprehensive and reliable solution. With NetWare 6.5, the company can leverage open source applications without comprising system reliability or increasing management costs. Novell ZENworks has helped Berkshire reduce its overall volume of support calls by 90 percent and speed application delivery time by 80 percent.

“We’ll save thousands of dollars a year by using open source technologies instead of purchasing off-the-shelf applications or hiring programmers to build custom systems,” said Giovannini. “I can generate new applications in a few hours that make a big difference to my users, as well as the bottom line.”

© 2003 Novell, Inc. All rights reserved. Novell, NetWare, BorderManager and ZENworks are registered trademarks, and eDirectory and Nterprise are trademarks of Novell, Inc. in the United States and other countries.

*Microsoft and Windows are registered trademarks of Microsoft Corporation. Linux is a registered trademark of Linus Torvalds. MySQL is a registered trademark of MySQL AB. All other third-party trademarks are the property of their respective owners.

Novell Product Training and Support Services

For more information about Novell’s worldwide product training, certification programs, consulting and technical support services, please visit:

www.novell.com/ngage

For More Information

Contact your local Novell Solutions Provider, or visit the Novell Web site at: www.novell.com

You may also call Novell at:

1 888 321 4272 US/Canada
1 801 861 4272 Worldwide
1 801 861 8473 Facsimile

Novell, Inc.

1800 South Novell Place
Provo, Utah 84606 USA

www.novell.com