xSPs Need Directory Services

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Managing user information is becoming increasingly difficult. Even if your company is relatively small and the number of users you manage is not growing, you are probably managing more information about those users. Between users’ e-mail identities, network identities, and application identities, you have your hands full simply ensuring that all of the information that users require to log in and to use the applications they need is accurate and protected.

Of course, if you manage a large network with hundreds or even thousands of users, the problem of managing user information grows exponentially. Imagine the problem of managing thousands or tens of thousands of users. Successful application service providers (A SPs) and Internet service providers (ISPs) face this very problem.

Not surprisingly, some A SPs and ISPs are turning to N D S eDirectory to help them manage the overwhelming amount of information. N D S eDirectory can not only help A SPs and ISPs manage user information but also enable A SPs and ISPs to control access to resources, offer customized information to users, and tie together heterogeneous networks. This article highlights a few of the A SPs and ISPs that are using N D S eDirectory and other Net services software to offer unique services to their customers.

WIZMO

Wizmo’s charter is to help small- and medium-sized companies manage the growth of their business. To this end, Wizmo hosts a variety of business applications such as Microsoft Office Professional, Microsoft Visio Enterprise, Microsoft Visual FoxPro, Corel Office, Adobe Acrobat, Adobe Reader, Adobe Illustrator, Adobe PageMaker, Great Plains Dynamics, Peachtree First Accounting, Best Software Fixed Asset System, and Paychex Preview. Wizmo also offers collaboration software such as Novell GroupWise and Microsoft Exchange. In addition, Wizmo offers legal, manufacturing, and healthcare software.

To protect clients’ intellectual assets, Wizmo secures its network through CheckPoint Firewall-1, Network Associates NetDefender, and Novell BorderManager. Data is protected over the wire through X.509 digital certificates and 128-bit encryption. Wizmo has also been awarded the TRUSTe certification.

Because viruses are a constant threat, Wizmo performs nonstop virus scanning on its clients’ data. To protect the physical network infrastructure, Wizmo has instituted CCTV monitoring, video surveillance, employee identity verification, and employee background checks. Furthermore, visitors are always escorted through Wizmo’s facilities by employees.

As you would expect, Wizmo performs daily backups of data, and its network is protected by an uninterruptible power supply (UPS) with backup generators. The Wizmo network also has redundant, high-speed links to the Internet. In fact, Wizmo boasts a 99.98 percent service availability and guaranteed disaster recovery.

Wizmo is based in Minneapolis, Minnesota. For more information about the applications and services this A SP offers, visit www.wizmo.com.

INTEGRATION GROUP

Integration Group provides access to server-based applications via thin clients. Not surprisingly, this thin-client model is based on Citrix MetaFrame application software.

Because security is a top priority to both Integration Group and its clients, Integration Group has based its access control on N D S eDirectory and integrated RSA SecurID. RSA SecurID provides strong, two-factor user authentication services while supporting authentication devices, such as hardware tokens, smart cards, and software tokens. This solution enables Integration Group to establish two-factor authentication as a minimum level of security for its customers.

In addition to providing a security framework, N D S eDirectory enables Integration Group to manage its many customers. Interestingly, Integration Group is running N D S eDirectory on the Windows NT platform.

Integration Group offers accounting, e-content, and e-process applications. For more information about the services this United Kingdom-based A SP offers, visit www.integration-group.com.
EXENET TECHNOLOGIES INC.

As an application infrastructure provider (AIP), Exenet Technologies Inc. supports ASPs that need back-office resources. Specifically, Exenet Technologies offers services such as the following:

- Data center facilities (which includes the network infrastructure, physical security, UPS, monitoring of equipment, and climate control)
- Application development and systems integration
- Database management
- High-end data storage
- Help-desk services

A key part of these back-office resources is NDS eDirectory. In addition to controlling access to applications and network services, NDS eDirectory holds critical information for ASPs, including billing and management information.

In fact, NDS eDirectory not only provides the security needed to provide Internet services but also provides centralized management of customer information.

In addition, NDS eDirectory and NetWare 5 include web services such as integrated Domain Naming Services (DNS) and Dynamic Host Configuration Protocol (DHCP) services.

Raffa and Associates is also using BorderManager Authentication Services to provide remote access security through the Remote Authentication Dial-In User Service (RADIUS). For more information about the services Raffa and Associates offers, visit www.raffa.com.

RAFFA AND ASSOCIATES

Raffa and Associates became an ISP when its clients, which had originally turned to Raffa and Associates for accounting services, began needing Internet connectivity, web design, web hosting, and secure transaction processing. Now Raffa and Associates offers a full array of Internet services, including Internet e-mail, web site hosting, web design and development, graphic design, development of interactive forms, SQL server database back-ends, automated credit card processing, and web site maintenance. Raffa and Associates also offers one-on-one training in HTML and graphic design for the Internet.

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