

# Where's the Beef?

Johnsonville Sausage

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Johnsonville Sausage needed to improve user management across its diverse IT systems and platforms. The company automated identity management with Novell Identity Manager to reduce administration time and costs by 80 percent. Using Novell ZENworks, the company has centralized desktop management to reduce IT travel time by 90 percent.

## > Overview

Wisconsin-based Johnsonville Sausage is the number-one national brand of brats, Italian sausage, smoked-cooked links and fresh breakfast sausage links. Johnsonville Sausage products are available in 27 countries including France, Canada, Mexico, Japan, China and the United States. Johnsonville employs 1,300 members and remains privately owned.

## > Challenge

Johnsonville Sausage runs a variety of systems to support its core business operations, including many SAP applications. The company also needs to provide its external brokers with secure, identity-based access to many of these applications. As a result, the IT staff was spending a considerable amount of time manually managing 1800 user identities, and users were forced to remember multiple passwords.

Delivering applications and deploying updates and patches to desktops across six facilities was also problematic, requiring the IT staff to spend a significant amount of time on the road. The company wanted a centralized solution to simplify the management of its 650 desktops.

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**—Sherry Zittel**  
**Network Administrator**  
**Johnsonville Sausage**

## > Solution

Johnsonville Sausage evaluated a few identity management solutions before selecting Novell Identity Manager and Novell Access Manager. The company runs

its solution on Novell Open Enterprise Server running on SUSE Linux Enterprise Server.

“The SAP certification was a compelling factor in our selection of a Novell identity management solution,” said Dan Allensworth, infrastructure manager at Johnsonville Sausage. “We knew it was the right solution to integrate our diverse applications in a heterogeneous environment which includes Linux, Microsoft Windows NT and AS/400.”

Johnsonville Sausage worked with Paragon Development Systems (formerly Provident Technologies, Inc.), a Novell Platinum Partner<sup>5</sup>, to implement the Novell identity management solution. With Novell Identity Manager, the company now has a central user directory and the digital identities of its 1800 users are automatically synchronized across each of its systems.

“Novell is a leader in identity management,” said Angela Daniels, director, Computing & Print Architecture of Paragon Development Systems. “We evaluated other products, but found Novell offered a superior solution with the best out-of-the-box connectors.”

Using the Identity Manager Driver for SAP, the IT team has connected all of its SAP applications including HR, financials, warehouse management, materials management and supply chain.

“We don’t even consider installing a new SAP system without connecting it to Novell Identity Manager up front,” said Sherry Zittel, network administrator for Johnsonville Sausage. “We are connecting as many other systems as we can, such as Kronos, because we know the tremendous value of doing it.”

Users now have a single ID and password to access applications and no longer have to keep passwords taped to their monitors. The company can consistently enforce password policies, which helps improve security. And password self-service enables users to reset their own passwords, reducing password-related calls to the helpdesk. Novell Access Manager provides the company’s external brokers with single sign-on access to its Web-based applications, improving their ability to do business with Johnsonville Sausage.

The IT staff can now provision a new user in minutes, rather than days. When an employee leaves the company, the IT staff can immediately deprovision their account to safeguard corporate assets.

Using Novell ZENworks, Johnsonville Sausage can manage its 650 workstations without having to travel to multiple locations. The IT staff can deliver applications in days, rather than weeks, and can immediately deploy patches to keep machines updated.

“Recently, we had to deploy a Microsoft patch quickly and used Novell ZENworks Patch Management to get it

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**Infrastructure Manager**  
**Johnsonville Sausage**

out to all our locations in no time,” said Allensworth. “No other vendor offers everything we get with Novell ZENworks in a single suite – and one that works with all our systems.”

The IT staff can now image a machine in 30 minutes with Novell ZENworks and uses the remote control features to troubleshoot machines from a central location. The company also uses Novell ZENworks Asset Management to manage its software licensing and hardware leasing contracts.

**> Results**

By automating identity management with Novell Identity Manager, Johnsonville Sausage has reduced user management time and costs by 80 percent. The IT staff can now provision and deprovision users 90 percent faster and has reduced the number of passwords users were required to remember by 85 percent. The company’s external brokers now have single sign-on

access to portal applications to better manage their orders and contracts.

Novell ZENworks has reduced IT travel time and costs by 90 percent, allowing the IT staff to focus on more important projects that impact the company’s bottom line.

“Our Novell solutions paid for themselves in a matter of months,” said Allensworth. “Without Novell, we would have had to hire a lot more people to do basic user and desktop management. We would also have had a lot of frustrated users.” **N**

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**Company at a glance:**

Number-one sausage brand in the U.S.

**Industry:**

Manufacturing/Consumer Products

**Location:**

United States

**Products and Services:**

Novell Identity Manager  
Novell Access Manager  
Novell ZENworks  
Novell ZENworks Patch Management  
Novell ZENworks Asset Management  
Novell Open Enterprise Server  
SUSE Linux Enterprise Server

**Results:**

- Reduced user management time and costs by 80 percent
- Reduced number of passwords by 85 percent
- Reduced IT travel time and costs by 90 percent