



# Industrial Development Agency

Since its inception, IDA has used Novell® technologies, from NetWare® 3.12 through successive versions to the current Novell Open Enterprise Server. IDA also uses Novell ZENworks® Suite to manage servers and workstations, enabling the central IT team to remotely manage and control the corporate IT infrastructure both at headquarters and at the agency's six branch offices.

### Overview

Industrial Development Agency (IDA) is a government organisation that helps Polish companies move from state ownership into the private sector, through corporate restructuring and investment programmes. Headquartered in Warsaw, the agency operates from six branch offices across Poland.

### Challenge

As an organisation that helps Polish businesses to become more efficient, it is important for IDA to set a good example. Lean staffing levels and cost-efficient operations are a priority, and the agency relies on its IT systems to help its employees work more efficiently and productively.

In line with these principles, IDA wanted to have a single, central IT team. However, its seven sites each have their own servers and workstations, and it would be difficult for a single team to manage the entire infrastructure—particularly because travelling between the sites would be time-consuming and expensive.

"It was time to upgrade our existing Novell software landscape to the latest versions, so we decided to look at Novell solutions for server and desktop management, too,"

said Maja Stępowaska, Network Manager at IDA. "We have always been impressed with the quality of Novell software, and we decided that having a single supplier for all our network management software would be a major advantage in terms of support."

### Solution

IDA deployed Novell ZENworks Suite across its entire estate of servers and desktops, to handle asset management, configuration management and software provisioning, as well as remote support. At the same time, the company updated its Novell Open Enterprise Server, Novell BorderManager® and Novell GroupWise® solutions.

"Novell ZENworks is marvellous—it makes a huge difference to the business," said Stępowaska. "If a user at one of our branches is having problems with their computer, I can take control of it remotely, find out what is wrong and resolve the issue. It makes it much easier to help users if you can show them what to do, rather than trying to explain over the phone"

IDA also uses Novell ZENworks to manage the hardware and software inventory for its workstations, and to handle the remote installation of applications.

### IDA at a glance:

*Industrial development agency supporting the adaptation of Polish enterprises to free market economy conditions*

#### ■ Industry:

Government administration

#### ■ Location:

Poland

#### ■ Products and Services:

Novell Open Enterprise Server

Novell ZENworks Suite

Novell BorderManager

Novell GroupWise

#### ■ Results:

- *Cut staffing costs—one IT administrator can manage seven offices*
- *Reduced need for hardware investment, as highly efficient software performs well on existing servers*
- *Increased productivity through rapid remote resolution of IT issues*

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#### Maja Stępowaska

*Network Manager*

IDA

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**Maja Stępowaska**  
Network Manager  
IDA

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IDA keeps its network secure and available with Novell BorderManager, which provides virtual private networking services to protect communication between the company’s seven locations.

With Novell GroupWise, IDA has a powerful and flexible platform for messaging and collaboration. Employees can easily delegate e-mail and calendaring to a colleague to ensure cover when they are unavailable to work, and shared calendars simplify the booking of internal meetings and conference calls.

“The ability to share documents across multiple office locations is another important benefit,” said Stępowaska. “With Novell GroupWise, multiple employees from different branches can work collaboratively on a single document.”

Novell GroupWise has enabled IDA to create a sophisticated multi-domain e-mail system, raising the performance, stability and reliability of communications. Each IDA location has a Novell GroupWise mail server and Internet agent for its own domain, and can act as a backup for other locations. In the event of planned or unplanned downtime on a e-mail server, mail is not rejected but rather is stored on one of the other

servers, then automatically forwarded to the correct mailbox when communication has been re-established.

## Results

With its suite of Novell software, IDA is able to manage its entire IT infrastructure—across all seven locations—from a single point of control. As a result, all network management workload can be handled by just one member of the IT department—helping to keep operational costs as low as possible.

“The fact that we are able to manage the whole infrastructure with such a minimal use of human resources shows the quality of the Novell offering—in terms of both software and support,” said Stępowaska. “Novell has the best technical support of any vendor we have worked with—the staff are highly competent, the documentation is very well written and novell.com is an excellent resource.”

With Novell Open Enterprise Server and Novell BorderManager providing a highly reliable infrastructure, and Novell ZENworks helping to update user systems and provide remote assistance for users, IDA can keep its key IT systems—such as Novell GroupWise—online at all times.

“Novell provides us with both the network software and the applications to work productively across the whole enterprise,” said Stępowaska. “Employees all have access to the same IT resources, even if they are at opposite ends of the country.”



## For More Information:

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