



Uvex Safety Group GmbH & Co. KG

Uvex Safety Group implemented Novell® Identity Manager to replace a manual user management system. The Novell solution has reduced the time taken to provision new users from 90 minutes to just 20 minutes, and has enabled the Uvex IT team to handle a much larger workload without any increase in headcount.

Overview

Uvex Safety Group is a global leader in the manufacture of personal safety and protection equipment, and one of the fastest growing companies in Germany. The company's products cover every type of threat, including mechanical and chemical risks. Uvex's subgroup uvex sports also manufactures protective equipment for skiing, cycling and motocross, and is renowned as a supplier for international top-class sports.

Challenge

Adding, changing and deleting user accounts at Uvex was based on a manual ticket system. To add a new employee, the relevant manager would complete a user account form and pass it to the IT department for re-keying and processing. With separate processing for desktop PC and application access, e-mail accounts, SAP user accounts and more, often set up at different times, there was a significant level of data inconsistency across Uvex's corporate systems.

"Provisioning a new user could take up to an hour and a half," said Peer Reichert, Head of Information Management Systems, Uvex Safety Group GmbH & Co. KG. "Making changes to that user's access rights was also a time-consuming manual process, and it was difficult to reliably remove a user from all relevant systems if they left the

company. Data consistency across our various systems was not guaranteed, and we had to spend time manually reconciling the data."

Solution

Uvex chose to implement Novell Identity Manager, integrated with its existing Novell solution landscape. The company was already using Novell eDirectory™, Novell ZENworks®, Novell Access Manager™ and Novell SecureLogin, and the level of satisfaction with these Novell solutions was high.

Uvex uses Novell Identity Manager to synchronise identity data for approximately 1,600 user accounts across key business systems such as SAP* ERP, Lotus Notes*, Cisco* Call Manager and a variety of user self-service applications, such as holiday planning. With Novell Identity Manager automatically reflecting changes across all connected systems, Uvex no longer needs to edit multiple user directories to add, change or delete a user.

"Novell Identity Manager is a powerful tool that saves us significant time and effort in IT administration," said Reichert. "The solution gives us a central point of control for security and access management, and ensures that identity data is consistent across enterprise systems."

Uvex Safety Group at a glance:

Manufacturer of personal protection equipment

■ Industry:

Manufacturing

■ Location:

Germany

■ Products and Services:

Novell Identity Manager

■ Results:

- Accelerated user provisioning from 90 minutes to 20 minutes
- Gained data consistency across multiple applications
- Handled rising workload without increased staffing

"As the number of system users has increased, Uvex is using Novell Identity Manager to handle the higher workload without increasing the IT departmental headcount, and continuing to provide much faster provisioning."

Peer Reichert

*Head of Information Management Systems
Uvex Safety Group GmbH & Co. KG*



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Uvex employs staff in Austria, Czech Republic, France, Germany, Italy and Switzerland, and maintains all user identities with Novell Identity Manager. The company is now rolling out the Novell solution to additional subsidiaries, worldwide, with up to 2,300 expected users.

Working with experts from Didas, a Novell partner, Uvex created workflow modules within Novell Identity Manager for handling standard tasks. These include enabling users to delegate their access rights to other employees while they are on vacation.

“Didas is a long-term infrastructure partner for Uvex, and we valued their input and expertise in deploying Novell Identity Manager,” said Reichert. “We continue to build new functionality using the workflows, adding to the savings in administrative time and effort.”

In addition to simplifying and accelerating the creation and management of user accounts, Novell Identity Manager reduces the chance of human error by eliminating the need to re-key the same information into multiple systems. It also increases security by immediately removing access rights to all systems for employees who leave the organisation.

Results

With Novell Identity Manager, Uvex has reduced the time taken to provision a new user to just 20 minutes, less than a quarter of the previous average. Defined workflows

embedded in Novell Identity Manager guarantee that every new employee can use all the systems relevant to their job function from their first day of employment, helping them to become productive within a shorter timescale.

“Novell Identity Manager enables us to respond much more rapidly to requests from the business to set up a new employee,” said Reichert. “The processes are largely automated, so the solution is easier as well as faster.

The centralisation of control makes it possible for Uvex to reliably rescind the access rights of employees who leave the company, removing a potential security loophole and minimising the administrative strain on the IT team.

When Uvex introduced Novell Identity Manager, the IT department was handling approximately 200 new user provisioning activities each year, as well as numerous moves and changes to existing accounts. This number has grown significantly, yet the size of the IT team has remained constant.

“Novell Identity Manager has saved around 200 hours each year of manual keying and data checking,” said Peer Reichert. “As the number of system users has increased, Uvex is using Novell Identity Manager to handle the higher workload without increasing the IT departmental headcount, and continuing to provide much faster provisioning.”



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Contact your local Novell Solutions Provider, or call Novell at:

France
+33 1 55 62 50 00

Germany
+49 211 56 31 0

Italy
+39 02 360 46 335

Netherlands
+31 10 286 44 44

Poland
+48 22 537 5000

Russia
+7 495 697 1914

Spain
+34 91 640 25 00

Sweden
+46 8 477 41 00

Switzerland
+41 43 456 23 00

South Africa
+27 11 322 8300

United Kingdom
+44 1344 724 000

Novell, Inc.
404 Wyman Street
Waltham, MA 02451 USA



Novell.