



JSR Micro

JSR Micro implemented Novell® ZENworks® and Novell SecureLogin to enable better control over remote computers and to improve security. The Novell solutions provide a clear view of all software installed on client devices, and eliminate the need for users to remember multiple passwords.

Overview

JSR Micro NV is a Belgian subsidiary of JSR Corporation. JSR Corporate is a \$3 billion chemicals group with more than 4,700 employees and a global presence. Since its establishment in December 1957, JSR has continued to strive to expand its business and reinforce stabilisation of its management, resulting in leading positions in the areas of petrochemical materials, such as synthetic rubbers and emulsions. JSR has also entered the rapidly growing information and electronics industries by applying its polymer technology for opto-electronic materials and is supplying many types of information electronics materials, a product category where the company has a high market share.

Its Belgian subsidiary JSR Micro N.V. offers development, manufacturing, distribution, sales and technical support for photoresists and other semiconductor materials. The company supplies these materials to the world's leading semiconductor manufacturers for imaging, packaging and CMP applications.

Challenge

JSR Micro had difficulty ensuring that software on the desktops and laptops of remote users was adequately patched and correctly licensed. The IT department could not be sure that all users were applying critical operating system patches on time, and

computers kept offsite often had outdated versions of software installed.

In addition, most computers had licences for several pieces of software that were rarely used, representing a significant waste of capital investment. JSR Micro wanted to deliver the relevant applications to each user in a stable, centrally managed desktop environment, to enable better security and licensing compliance.

Ease of access to business applications was also a problem. With up to seven systems to log into at the start of each working day, each with its own distinct authentication process, users had a tendency to use the same password for all applications, to save time and reduce the chance of forgetting a password. This meant that users were ignoring password creation guidelines and creating a potential security loophole.

Solution

JSR Micro chose a thin-client desktop architecture, delivering all applications through Citrix* Metaframe*. The company trialled Microsoft* Active Directory* to control user access but found the performance to be inadequate. Integration with other components of the infrastructure was difficult, and the need for a separate physical server to run the domain controller made this option both costly and complex.

JSR Micro at a glance:

Belgian subsidiary of major global chemicals group

■ Industry:

High-tech/Manufacturing

■ Location:

Belgium

■ Solutions:

Novell ZENworks

Novell SecureLogin

Novell Open Enterprise Server

■ Results:

- Gained visibility and control over software licensing
- Improved ease of managing remote computers
- Introduced single sign-on, improving security and ease of use

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FE Manager

JSR Micro N.V.



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JSR Micro engaged QuallIT (www.qualit.be), a specialist systems integrator for heterogeneous environments, to enable seamless authentication for Citrix. QuallIT deployed Novell ZENworks on Novell Open Enterprise Server to manage the standardised Citrix desktops, interfacing with Novell eDirectory™ for authentication. The company used policies in ZENworks to “lock down” the desktops and protect them from accidental damage by users.

“We needed a partner with the right skills to integrate our directory with Citrix—that partner was QuallIT,” said Johan Desimpelaere, FE Manager, JSR Micro. “QuallIT demonstrated superb technical know-how, combined with a very responsive service and good project management.”

JSR Micro now uses Novell ZENworks for both office-based and remote computers, to upgrade applications, deliver operating system security patches and distribute the Citrix client. JSR Micro also implemented Novell SecureLogin to power a single sign-on solution for its core business applications, including an SAP ERP solution and a document management system.

Results

The move to a thin-client architecture managed with Novell ZENworks has given JSR Micro better control over remote users' computers and a more accurate view of software licensing.

“Novell ZENworks gives us a clear picture of which users have access to which applications and data,” said Desimpelaere. “The improved visibility makes it easier for us to comply with the regulations and accounting standards enforced by our Japanese parent company.”

Citrix has a small footprint on the remote hardware, so JSR Micro will be able to continue using its existing client hardware for several more years, reducing the total cost of ownership.

The solution will also keep software costs low. With Novell ZENworks and Citrix, JSR Micro can share software licences between users, since only a limited subset of users will need a particular application at any one time. When users finish a task and/or project, the licence is effectively returned to the central pool, and can be assigned by the ICT department to a new user for a new project.

The introduction of Novell SecureLogin has focused all access security in a single system, simplifying password administration and minimising delay and effort for users.

“With Novell SecureLogin, users are no longer required to remember several passwords and administer them all separately,” said Desimpelaere. “Security has improved because it is easier to enforce password quality standards, and users are less likely to need to call the helpdesk.”



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