



# Macronix International Co., Ltd.

Macronix International Co., Ltd. required system stability and efficient user identity management to support its corporate expansion and consolidation. By deploying Novell® Open Enterprise Server, Novell Identity Manager and Novell ZENworks® Suite, the company created a more efficient IT management environment while simultaneously reducing IT costs.

### Overview

Taiwan-based Macronix International Co., Ltd. is a leading provider of non-volatile memory solutions with around 4,000 employees worldwide. The first Taiwanese company to be listed on the NASDAQ, Macronix has a strong commitment to innovation and social responsibility, regularly receiving awards for accomplishments in research and development, environmental protection and industrial safety.

### Challenge

As with other companies that rely heavily on technology, Macronix required a solid, reliable, cost-effective IT infrastructure to support its ambitious global expansion plans. Macronix could not afford technical glitches such as e-mail server malfunctions, as they would seriously impact the company's business operations.

The company's growth spurred the use of new applications accessible to both clients and employees, and its need for airtight security increased. Each of the company's applications had different log-in procedures, requiring clients and employees to remember multiple passwords when logging into the applications.

Without centralised control of user administration, Macronix had difficulty ensuring that only authorised people had access to the

right information. The company wanted to streamline its approach to identity management in a more cost-effective, open environment.

### Solution

To address its need for superior administration, Macronix deployed Novell Open Enterprise Server and Novell ZENworks Suite. The company also implemented Novell Identity Manager and Novell iChain® to manage user identities automatically and provide single sign-on to its business applications, in order to ease the workload of IT staff.

With Novell Open Enterprise Server in place, Macronix has created a robust networking environment with high-performance file storage and printing, along with excellent stability and flexibility.

Macronix is running Novell Open Enterprise Server on both NetWare® and Linux\*, allowing the company to move to Linux at its own pace. Macronix manages application servers running NetWare, as well as Dynamic Host Configuration Protocol (DHCP) services running on the SUSE® Linux Enterprise Server platform. Recognising the flexibility and performance of Linux, Macronix is considering moving more applications to SUSE Linux Enterprise Server.

### Macronix at a glance:

*Electronics manufacturer operating in Asia, Europe and the U.S.*

#### ■ Industry:

Manufacturing

#### ■ Location:

Taiwan

#### ■ Solutions:

SUSE Linux Enterprise Server  
Novell Open Enterprise Server  
Novell Identity Manager  
Novell iChain  
Novell ZENworks Suite

#### ■ Results:

- *Reduced IT workload with remote management*
- *Maximised value of IT investments by adopting open source software*
- *Increased security by automating identity management*

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#### Peter Pan

*IT Center Manager  
Macronix*



**“We count on Novell to respond rapidly to our changing needs, and to provide proactive support as we grow. With Novell, Macronix can run the business without incurring significant maintenance costs, or worrying about the reliability of our server and desktop estate.”**

**Teresa Cheng**  
IT Center Director  
Macronix

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“As more and more companies start to adopt a common, open, standardised platform, they are finding that Linux is a sensible option,” said Peter Pan, IT Center Manager, Macronix. “Since we migrated to Novell Open Enterprise Server, many of our IT-related problems have disappeared completely.”

Novell ZENworks enables Macronix IT staff to standardise thousands of workstations, giving users the same desktop experience wherever they are in the world. The helpdesk team can also use Novell ZENworks to troubleshoot the desktop estate, using remote control if necessary to access a user’s machine and fix the problem, hence saving time and costs.

Macronix selected Novell Identity Manager and Novell iChain to power its identity and access management solution. With Novell Identity Manager, the company’s IT administrators can quickly provide new staff with access to the resources they need. They also have the ability to immediately and automatically revoke access when employees leave.

Novell iChain provides authentication for Web applications, based on information stored in Novell eDirectory™. This authentication ensures that users have access to resources based on their role or relationship with the company, without the need for additional security modules. The company also uses Novell iChain to provide single sign-on to multiple business applications that serve staff and customers around the world.

“Robust identity management is crucial for information security and efficient IT administration in a complex environment such as ours,” said Teresa Cheng, IT Center Director,

Macronix. “Novell is the industry leader in this area, so naturally Novell Identity Manager came out on top when we compared it with similar solutions.”

### Results

As a result of implementing Novell Open Enterprise Server and Novell ZENworks, Macronix improved the efficiency and cost-effectiveness of its IT management investments. Novell Identity Manager and Novell iChain help Macronix automatically synchronise user accounts around the globe, freeing IT administrators from the burden of manually managing user identities across various applications.

“We have confidence in Novell products, which are stable and reliable and also give us better revenue control,” said Pan.

“Compared with other companies in the electronics manufacturing industry, we have faster system processing times, fewer helpdesk calls and lower IT maintenance costs.”

The combination of Novell technologies and Novell enterprise-class technical support gives Macronix the reliable, flexible infrastructure it needs – promoting 24x7 availability for crucial business systems and thereby helping to maintain high levels of productivity.

“We count on Novell to respond rapidly to our changing needs, and to provide proactive support as we grow,” said Cheng. “With Novell, Macronix can run the business without incurring significant maintenance costs, or worrying about the reliability of our server and desktop estate.”



### For More Information:

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