



LOT Polish Airlines

To manage rapid growth in the number of users and systems it needs to support, LOT Polish Airlines wanted to introduce a centralised user management system, and chose Novell® Identity Manager. The solution synchronises identity and security management information across 100 applications, significantly reducing workload for IT and human resources staff.

Overview

LOT Polish Airlines, based in Warsaw, is Poland's flag carrier airline, operating more than 50 routes throughout Europe, the Middle East and North America. LOT has been a member of the Star Alliance since 2003, employs over 4,000 people, and owns a fleet of 58 aircraft. For the past ten years running, readers of *British Business Traveller* magazine have voted LOT "The Best Airline in Central and Eastern Europe."

Challenge

As Poland's main carrier, LOT Polish Airlines has staff and offices all over the world. Business growth and the need to offer ever more services to employees, suppliers and customers have driven significant growth in the complexity of its IT infrastructure.

With more than 100 applications and 3,000 users, LOT's IT team were spending considerable time on basic user management tasks—notably, creating and deleting user accounts in all the different systems to ensure appropriate access to information and resources.

"Many of our applications, file servers and databases had their own individual authentication systems," said Hubert Meronk,

CIO of LOT Polish Airlines. "To set up a new user, we had to configure all the systems separately—and often, the user would have to remember a number of different passwords. Moreover, airline security has become a hot topic in recent years, and we wanted to move to a more modern, centralised system that would give us tighter control over access to confidential information."

Solution

LOT began researching the different vendors in the identity and security management space, and evaluated products from Microsoft*, Oracle* and Novell.

"Novell Identity Manager was a clear leader," said Meronk. "In terms of the simplicity of the interface and the flexibility of the system, it really seemed to be the best-in-class solution. In addition, the price of the Novell solution was extremely competitive."

LOT worked with Novell Technical Services™ to deploy the software and integrate all its existing systems with the new centralised identity and security management solution.

"With so many users, locations and systems to integrate, the implementation is a large and complex project, but the support from

LOT Polish Airlines at a glance:

Flag carrier airline for Poland, based in Warsaw

■ Industry:

Aviation

■ Location:

Poland

■ Products and Services:

Novell Identity Manager

Novell Technical Services

■ Results:

- *Deployed a centralised user management solution to support business growth*
- *Reduced user management workload and accelerated creation and deletion of accounts*
- *Increased flexibility with support for a wide range of different systems*

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*Chief Information Officer
LOT Polish Airlines*



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Novell has been excellent,” said Meronk. “A major advantage of Novell Identity Manager is its versatility—it can work with most applications out of the box, so there is little need to develop custom interfaces.”

With Novell Identity Manager, LOT is able to create and delete user accounts much more quickly and easily. As the software provides a hub for all account management functions, there is no longer any need for a deep understanding of the network topology or the individual systems—which means that non-technical staff can take on the basic administration workload, freeing IT teams to work on higher-value assignments.

The solution makes life easier for users as well. Instead of having to remember numerous passwords for all the different systems, they now have a single sign-on. A self-service password reset portal helps avoid lost productivity and reduces workload for the IT helpdesk.

“Novell Identity Manager is helping us automate most user management processes, in terms of both providing authentication to all our systems and resolving issues such as forgotten passwords,” said Meronk. “This means less work for our IT staff, and a better, faster service for our users.”

Results

With Novell Identity Manager, LOT now has a single, central point of control for identity

management, which is flexible enough to integrate with almost any system with a minimal amount of development effort.

“The flexibility of the Novell solution is a major selling point,” said Meronk. “When we need to add a new system to our network, we won’t have to worry about whether there will be issues with authentication—Novell Identity Manager is compatible with every major operating system, and we have never had a problem connecting it to any of our applications.”

Moreover, Novell Identity Manager gives a significant boost to IT security governance. Administrators can easily track which users have access to which systems, and when an employee changes departments or leaves the company, it is easy to revoke their access to the relevant systems. As a result, LOT can be sure that only the appropriate people have access to confidential information—a crucial safeguard in the heightened security climate of the air transport business.

“Novell Identity Manager helps us protect our network and data from unauthorised access, while making life easier for our internal users and IT staff,” said Meronk. “Novell has made an outstanding contribution to this project, in terms of the quality and flexibility of its software, and the excellence of its implementation and support services.”



For More Information:

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