



The U.S. Bankruptcy Courts for the District of Arizona and for the District of Hawaii both faced challenges with respect to network security reporting and management.

## U.S. Bankruptcy Courts Rely on Visual Click Products to Secure Networks

*Dramatically Improved Network Security Reporting Processes*

### Background:

Facing similar challenges with respect to network security, the U.S. Bankruptcy Courts for the District of Arizona and for the District of Hawaii found the solutions they needed using products from Visual Click Software. DSMETER for NetWare and DSRAZOR for eDirectory provided the Network Administrators of both of these court systems with the capabilities to create more secure and productive environments.

### Challenge: Network Control and Security

In early 2003, the administrative office of the District of Arizona's U.S. Bankruptcy Court was preparing to move to a new building. The court's Network Administrator, Warner Orr, recognized that transition represented an ideal opportunity to improve the office's network system.

Orr wanted to ensure that inappropriate materials (for example, MP3 music files) were not being downloaded from the Internet to the court's servers. "We were concerned with managing usage of the network," he says. He needed a tool that would block or delete such material from the network. He also sought a quick and easy procedure for creating accurate, detailed reports on the organization's IT assets.

At the same time, Orr needed to be able to document network rights. He had no straightforward method for detecting which rights users had to certain directories or how those rights were inherited. "It was tedious to try to find out, but we needed to know, from a security standpoint," he says. "We try to limit access to certain files on a need to know basis. If individuals have access, we need to be confident that they have been given access properly."

The U.S. Bankruptcy Court for the District of Hawaii also sought a solution that would protect its network assets and administrative documents. The MIS team required a software solution that would track and manage files on the network. "NetWare's existing utilities don't give you adequate information for file management," says Randall Sugiyama, Systems Manager for the court.

### Featured Products





“We can monitor our network and conduct LDAP queries that we couldn’t before. We are more efficient at proactively managing the network”

Warner Orr,  
Network

Administrator for  
the U.S. Bankruptcy  
Court of Arizona.

## Featured Products



Sugiyama’s team needed the ability to track who was accessing files and when they were accessed. He noted that “the issue was basic file management—making sure we were secure. The risk we faced, primarily, involved the deletion or misplacement of files that are important to our business.”

In addition to their network-related requirements, both courts sought a solution to the labor-intensive problem of managing time sheets. By law, the courts are required to keep track of hours worked by court employees, and managers wanted an alternative to manual timekeeping and traditional punch clocks.

According to Orr, employees at the Arizona court were “manually keeping track of their own hours through time sheets, but this was not perceived as a reliable or efficient method of addressing the issue.”

Meanwhile, at the Hawaii court, employees were also maintaining time sheets manually. Department supervisors spent a lot of time verifying that employees were at their desks and being productive. Managers didn’t want to resort to using punch clocks; they needed an effective way to handle this issue that was “discreet and respectful,” says Sugiyama.

Both Orr and Sugiyama wanted to be able to use the NetWare computer login to track employees’ start and end times. Upon entering or leaving the office, their comings and goings would be recorded through login/logout tracking on their personal computers. This was an efficient and unobtrusive approach to time sheet management; these Systems Managers simply needed a software solution that would enable them to use NetWare for this task.

## Action: Investing in DSMETER and DSRAZOR

Upon recognizing the challenges the Arizona court faced, the MIS team began its search for a solution. “We canvassed the market to see what products were out there,” says Orr. In April of 2003, they invested in DSMETER for NetWare and DSRAZOR for eDirectory. Chief among their reasons for choosing DSMETER and DSRAZOR were the products’ ease of use and simple installation. “You just click the prompts. We didn’t have to change our operation at all, like many products force you to do.”

In May 2006, the Hawaii court purchased DSMETER for NetWare after participating in an online web demo of the software. “We weren’t looking very long,” says Sugiyama. “We talked to people in other courts and learned what was working for them.”



Sugiyama found DSMETER “relatively inexpensive” and easy to install. “We received good tech support. The support team was available for any questions and helped us when we needed it. They were knowledgeable, competent and fast to respond.”

Orr is also complimentary of Visual Click’s support services. “I have used them tremendously,” he says. “Of all the software companies I have dealt with, Visual Click is the best. They give you a call back within an hour, and the Technician takes ownership of the problem. They even have the flexibility to go back to the Development team. All the while, I received a lot of email and phone contact. They keep you in the loop.”

## Results: Proactive Network Management

The MIS department for the Arizona court has benefited greatly from implementing the DSRAZOR and DSMETER products. “We can monitor our network and conduct LDAP queries that we couldn’t before,” explains Orr. “We are more efficient at proactively managing the network.”

With DSRAZOR for eDirectory, the MIS group can now report on and change whether accounts require a password or unique password. They can also report on and change password minimum length and password expiration interval values. “We now have the confidence of a more secure network.”

These Visual Click software products have also freed up time for the MIS group to pursue more high value projects. “Manual reporting would have taken forever,” he says. “There was simply no good way to do it. But now, we can quickly produce reports that help us ensure that no one can break in to the network.”

DSMETER for NetWare provides Orr’s group with new reporting capabilities that help ensure that rights are properly used and managed. “Being able to query the full file system, I can limit the use of pictures, files, MP3s and so on,” he says. “I don’t have to go out and buy more hard drives.”

Sugiyama is equally pleased with his department’s new network control capabilities, particularly with file management. In the past, files might get deleted, and there would be no way to find out what happened to them. Now that he uses DSMETER for NetWare, he can resolve such issues quickly. “The software gives me an easy feeling that I can find out what is happening with the file,” he says.

“I give my manager a report every two weeks that documents all logins and logouts. That satisfies his need to know that people are here and working.”

**Randall Sugiyama,**  
Systems Manager  
for the Bankruptcy  
Court of Hawaii.

## Featured Products





**“Of all the software companies I have dealt with, Visual Click is the best,” says Warner Orr, Network Administrator for the U.S. Bankruptcy Court of Arizona.**

The greatest benefit for the U.S. Bankruptcy Court for the District of Hawaii since its purchase of DSMETER is in time sheet reporting. Prior to the court’s using DSMETER, managers kept track of time sheets manually—actually walking around to each employee’s desk to verify when they arrived and departed, and keeping printed time sheets for each worker. With DSMETER for NetWare, time sheet management is “an automated extract that takes minutes”. Sugiyama explains: “I give my manager a report every two weeks that documents all logins and logouts. That satisfies his need to know people are here and working.”

Orr says that his organization would have purchased DSMETER for NetWare for the time sheet capability alone. “Login/logout tracking has proven a good method of collecting employee work hours on a consistent basis. They log in now, and then they go get their coffee. They don’t even have to think about it. It makes scheduled hours vs. actual hours much easier to track.”

The MIS team at the U.S. Bankruptcy Court for the District of Arizona has created “standalone executables for each time period”. As a result, it now takes less than a minute to create an automated report; in the past, it would have taken an hour simply to collect the data for such a report, which would then have been created manually. As Orr puts it: “An hour of effort turned into a minute of effort for the managers.”

Ultimately, the U.S. Bankruptcy Courts for the Districts of Arizona and Hawaii had high praise for Visual Click products and their overall experience with the company’s Sales and Support staff.

Of DSMETER for NetWare, Sugiyama offers: “It’s very useful, and the tech support is excellent. It has definitely been worth the investment.”

Of Visual Click’s Customer Support team, Orr says, “They are there for the customer. They are customer driven, and they will allocate all the resources necessary to solve the customer’s problem. I have experienced this and have been very impressed.”

## Featured Products





## About Visual Click Software, Inc

Envisioned in 1996 and incorporated in 1999, Visual Click is the leader and pioneer in visually customizable computer network security access management and reporting applications.

**Network Security Access Management:** Our patented Visual Designer Technology allows for customer- specific applications to be developed in minutes rather than days, weeks or months. This powerful technology creates a new paradigm in network security access management. Previous technology either required use of overly large and complex 'consoles' that performed slowly and required product-specific training or required customized programming.

Our technology allows customers to create exactly what they need to control their network security access management without burdening the Administrator or requiring custom computer programming costs.

**Network Security Reporting:** Our patented Visual Designer Technology allows for customer-defined reports to be developed in minutes with very little training. This powerful technology allows the Network Administrator to focus on the important matters of securing a network. With minor customizations, each Network Security Report can simultaneously be used for Network Security Access Management. Each Network Security Report can also be used to change the Network Security issues it uncovers. This important technology solves two problems at the same time, namely, reporting about Network Security non-compliance and enforcing corporate Network Security policy.

**Customer Benefits:** Exceeding customer expectations is our number one goal. We know time is a resource that most IT professionals have in short supply. For this reason, our software is designed to reduce errors and minimize training costs, thereby freeing up valuable time to focus on more mission-critical tasks. From simplifying user management and maintaining regulatory compliance, to preparing for migration and delegating helpdesk duties, our software empowers our customers by saving them time and money associated with managing their networked environments.

### Featured Products

**DSMETER**  
for NetWare

**DSRAZOR**  
for eDirectory