



Oregon Department of Revenue Improves Reporting Capabilities, Saves Time and Resources Using Visual Click Solution

Background:

The Oregon Department of Revenue (DOR) administers Oregon tax laws and collects taxes for over 30 programs. Based in Salem, Oregon's DOR runs a hybrid IT environment—Novell NetWare and Windows Active Directory. It employs 1200 eDirectory users across 20 NetWare servers and 1,500 Windows user objects across 2 Active Directory servers.

Challenge: Documenting NetWare Server Disk Use and AD Group Membership

In late May 2007, Aaron Tackman (Information System Specialist) and Steve Fraser (Windows System Analyst) of Oregon's DOR contacted Visual Click Software. Their department needed the ability to quickly create detailed reports quantifying disk use on NetWare servers and listing group membership in Active Directory.

In early June, Visual Click Software (VCS) performed a product presentation of DSRAZOR for eDirectory and DSMETER for NetWare for several members of DOR's IT staff.

Action: Investing in Visual Click Solutions

Duly impressed by their VCS presentation, the Oregon Department of Revenue's IT staff purchased a VCS solution in late June of 2007. Their solution included DSRAZOR for eDirectory, DSMETER for NetWare, and DSRAZOR for Windows. According to Tackman, the DSRAZOR implementation process was "basically, trouble free." He adds, "It was actually pretty quick."

"Using the Group Membership applet probably saved me a couple of days' worth of work," says Steve Fraser, Windows System Analyst for Oregon DOR.

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Results: Excellent Products, Stellar Customer Service

In July, Steve Fraser needed to create a report that listed all the members of a local Administrators group on a specific set of Active Directory servers. Using DSRAZOR's "Create My Solution" service, he emailed a request for a customized applet that would enable him to create such a list. In short order, Visual Click Tech Support responded, supplying him with an applet that met his criteria as well as an explanation of how the applet works. Fraser says, "Using the Group Membership applet probably saved me a couple of days' worth of work, and I did it in a matter of minutes. I was able to produce a report for my manager—an enormous spreadsheet with great detail." Both he and his manager were impressed by DSRAZOR's flexibility and usability.

Both Tackman and Fraser credit DSRAZOR's "Create My Solution" service with "time savings" in their department. Fraser continues, "A great deal of time savings. We're so busy, sometimes we don't have time to look at the existing applets. Probably twenty-five percent of the time I've asked for support, it's been for existing applets. Tech Support just points us in the right direction. The other seventy-five percent of the time, it's been for custom applets. And they have saved me a great deal of time."

"I've had the exact same experience," says Tackman. Whenever he has a question, he contacts Visual Click's Tech Support staff. They are responsive and have proven enormously helpful. When DOR's IT group sends Visual Click an email requesting a customized applet, Tackman reports that "in under fifteen minutes" they receive a response with the applet they need. He adds, "It's been really great. It's really impressive." Fraser echoes the sentiment, adding, "It's that good."

Since they find the process of modifying applets simple and straightforward, Fraser and Tackman customize their own applets whenever they have the time to do so. However, when they are busy, they simply contact Visual Click Tech Support, and they receive prompt, effective responses.

Tackman and Fraser say that most of the time that they have contacted Visual Click to assist them in solving an issue, it plays out something like this: They need to create a report. They wonder if DSRAZOR has an applet that will enable them to create that report quickly. They email a query to VCS Tech Support. In a matter of minutes, they get a response that contains either a customized applet or a pointer to an existing DSRAZOR applet that addresses precisely what they need to accomplish along with detailed instructions on how the applet works.

"One hundred percent of the time, [DSRAZOR] has offered a solution."

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“DSRAZOR is all inclusive,” says Information System Specialist Aaron Tackman.

“I can modify it and make it work how I want.”

Aaron Tackman finds DSRAZOR particularly helpful when he needs to quantify disk use on NetWare servers. He explains: “I’ve modified two or three DSRAZOR applets that output to a CSV file. For quantifying disk use, they came in really handy on the NetWare servers. If I’m approaching space limit on a volume, and I want to know who’s taking up the most space, DSRAZOR is able to quantify that kind of thing.”

Fraser compares DSRAZOR to “a Swiss Army knife. There’s just so much it does and so much that we need it for. One hundred percent of the time, it’s offered a solution. 100%. I wish all software worked that way. If all of our other vendors could follow your example, we would be really happy. And the support is fantastic. I can’t say enough about it.”

DOR’s IT group reports reaping substantial benefits from DSRAZOR with only a nominal time investment. According to Fraser, “We’ve scratched the surface, and DSRAZOR has already been a great deal of help. It’s not often that you get a product like this that exceeds expectations. And the Tech Support staff is very knowledgeable in both areas—NetWare and Active Directory—and that’s nice.”

Tackman remarks that DSRAZOR’s usability distinguishes it from other products in his department’s toolkit. He elaborates, “The fact that it’s adaptable is a big plus. Some tools that are built in to the NetWare products are good tools, but they come at it from a different angle. DSRAZOR is all inclusive. I can modify it and make it work how I want, as opposed to being given a menu of choices. I can create my own solution, which is really nice.”

In the future, the IT team at Oregon’s DOR plans to modify DSRAZOR security applets so that they can delegate tasks to end users (for example, Help Desk and HR). As for DSMETER for NetWare, the DOR department’s auditor was pleased with its features. DOR’s future plans include using DSMETER for NetWare to notify them when particular server thresholds are reached or when files of specified extensions are blocked.

Since investing in their Visual Click solution, the IT group of Oregon’s DOR has enjoyed enhanced reporting capabilities, savings in time and resources, and remarkable customer service. Fraser describes his own IT team as very responsive to each other and to the needs of their users. He finds it refreshing that Visual Click’s solution matches the high standards in his department, saying, “It’s nice to have a product that is the same caliber as we are.”

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Aaron Tackman.

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.

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