

Household International

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SUCCESS STORY

Household International is a member of the HSBC Group, one of the world's largest financial services organizations. With nearly \$123 billion in managed assets, Household is a leading consumer lender that is serving the needs of the middle-market customer. What began in 1878 as a small loan operation in a Minneapolis, Minnesota jewelry store has evolved into a premier consumer financial services organization with 33,000 employees, offering a full spectrum of financial products to more than 50 million customers.

THE SITUATION

Household's large, distributed network environment spans 34 facilities across the US and Canada.

According to Dimitri Butvinik, communication analyst for Household, his company relies heavily on Novell® eDirectory™ for desktop and user authentication. "Our eDirectory tree covers 22,000 users and desktops. We also use Novell ZENworks® for Desktops for desktop management, and NetWare® with Novell Cluster Services™ for file and print. When we started redesigning our network file, print and desktop infrastructure a couple of years ago, we wanted to implement a 'cookie cutter' approach to managing users and desktops across the network at all levels of the business. At the time, standard management utilities from Novell lacked flexible reporting and multi-level management features we needed. After conducting a requirements analysis, we researched the

marketplace and discovered Visual Click's DSRAZOR® product."

THE SOLUTION

DSRAZOR software provides Novell eDirectory and NetWare administrators with unsurpassed abilities to delegate, administer and audit secure enterprise data. Recently patented, DSRAZOR includes more than 140 pre-built applets to manage or report on the attributes and values for information about Users, Groups, Printers, Containers, Servers, Volumes, Files, Novell GroupWise®, Novell ZENworks, etc.

DSRAZOR also includes a Designer that enables easy customization of applets and new applet creation. Applets can be saved as standalone Windows® executable files. For example, senior system administrators can create an executable file that enables only specific functions, such as

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—Dimitri Butvinik,
Communication Analyst,
Household International, Inc.

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resetting passwords and intruder lockout; then distribute it to helpdesk users or administrative staff to use. This feature keeps them out of NWADMIN, ConsoleOne®, iManager or any other tool that keeps senior administrators from controlling what junior staff can and cannot do to information in the directory.

“We’ve been able to use DSRAZOR very effectively on three levels across the organization,” said Butvinik. “Help desks are the first level and use DSRAZOR’s simple interface to reset passwords and conduct other simple user management tasks. We created a custom organizational role (OR) object to allow rights assignments to our help desk staffers. We didn’t want to expose our first-level help staffers to the complexity of ConsoleOne searches and navigation. Now with a button click and a couple of keystrokes, help desk can locate any user account quickly.”

Another way to control changes to critical directory information is to use DSRAZOR’s Zero Privilege Helpdesk.

“With Zero Privilege Helpdesk, help staff no longer require change privileges to Novell eDirectory and NetWare File Systems,” says Steve Garms, co-founder of Visual Click. “Instead, help staff only require Browse and Read privileges to eDirectory and NetWare File Systems.” This is possible because the Zero Privilege Helpdesk uses a unique NLM® (NetWare Loadable Module™) to process the helpdesk operator’s change and update requests.

“At Household, Level 2 support is localized to each of our 34 facilities,” explained Butvinik. “These are senior support personnel who get calls

escalated to them, basically shifting from user management to desktop management. With Novell ZENworks and DSRAZOR they can find a desktop object and take control of it if there’s a problem. DSRAZOR functions are extensible, but not as deeply as ConsoleOne, because it’s a special purpose application.”

“Third-level support is where I work in the design and architecture team,” said Butvinik. “We use DSRAZOR for all kinds of reporting tasks. We generate Visual Click applets on an as-needed basis for reporting and wide deployments, massive account additions, modifications, etc. Our team works on a project basis, and sometimes there are projects related to eDirectory that require us to use DSRAZOR constantly. For example, we migrated home directories from old server to new server during one conversion. DSRAZOR allows changes of home directories on multiple user accounts. What would normally take hours with Novell built-in management tools, now can be accomplished with just a few clicks with DSRAZOR.”

DSRAZOR is divided into three parts: the Console, the Designer and the Runtime: DSRAZOR Console provides a structured presentation of interactive and customizable solutions to help secure and maintain NetWare and eDirectory. The Console contains reports that are used to assess eDirectory security and to query the NetWare and directory data.

DSRAZOR Designer provides a drag and drop development environment that enables creation and customization of applets, including those providing reports, queries and maintenance for

both NetWare and eDirectory. It allows for customer-specific applications to be developed in minutes rather than days, weeks or months. Previous technology either required use of overly large and complex consoles that performed slowly and required product-specific training or required customized programming.

The DSRAZOR Runtime brings Console applets and Designer-created applets alive. Applets created by the Designer are stored in CVM files. These binary encoded files (typically less than 25K each) are used to store the applet screen designs, functions and rules. Because the Runtime is separate from the Designer, each applet operates as a stand-alone application. Thus the Designer produces applets that are free of the encumbrances of operating within a development environment. Users of the applet only see what it was designed to do and no more.

CONCLUSION

“There’s no question we have come to rely on DSRAZOR to reduce support overhead and ease administration tasks. It’s done wonders for managing our directory-enabled environment,” concluded

Butvinik. “We’ve also worked well with Visual Click on several support incidents, and they’ve solved every problem we’ve encountered. For example, I’ve been able to suggest functions I’d like to see which weren’t yet available, and then see them added to the product, often within days. At some point,” Butvinik also suggested, “Visual Click ought to offer DSRAZOR on Microsoft’s directory. If the same interface could be applied to a different directory, I would then be able to manage Active Directory* as easily as Novell eDirectory.”

Visual Click is a Novell development leader and pioneer in visually customizable computer network security access management and reporting applications,” said Steve Garms. “Our company’s commitment to NetWare, eDirectory and NDS® is the result of a longstanding development relationship with Novell. Our Novell development relationship began in 1985 when Visual Click co-founder, John T. McCann, first began developing networking solutions. Along with many large corporate customers such as Household, the Novell Consulting Group has actively been using DSRAZOR in their Tuning and Proactive Analysis (TPA) toolkit since May 2000.”

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