HITACHI
Inspire the Next

SIAM HITACHI AUTOMOTIVE PRODUCTS LTD

Hitachi JP1/Software Distribution eliminates end-user involvement in patches, serves up information required for compliance with Computer Crime Act.

Siam Hitachi Automotive Products Ltd. is a leading manufacturer of electrical systems used in automotive vehicles. Its use of Hitachi JP1/Software Distribution has enabled it to better manage its 120-PC client environment and meet the record-keeping requirements of new legislation aimed at countering computer crime.

"Hitachi JP1/SD has the wide and deep automated software distribution and PC operation logging capabilities we were looking for, as well as other desktop management features that we can leverage at a later time."

Surachet Srinarong
Manager
MIS Department

Formed in 1994 as a joint venture between Siam Auto Parts and Hitachi (Japan) Ltd., Siam Hitachi Automotive Products Ltd. manufactures and sells alternators, starters and distributors used in automotives. The company operates a factory in Chonburi Province that is certified to demanding quality standards. It reported revenue of 2.24 trillion Thai Baht for the year 2006, the same year it was included in a listing of the country's Top 1,000 companies.

Just as it combines state-of-the-art technologies in the manufacture of its automotive electrical systems, Siam Hitachi Automotive Products Ltd. leverages the best the IT industry has to offer for its computing needs.

Back-end IT firepower is provided by the SYSPRO ERP suite. At the front end are 120 client PCs, some of which are shared by the 500-odd employees (including temporary ones). These use the same Microsoft Windows operating system, anti-virus software, email and other office automation applications; other applications are also provided, depending on the role of the user (or group of users for shared machines).

In early 2008, Siam Hitachi Automotive Products Ltd. decided that automating software distribution would bring further improvement to its IT environment, which is managed by a lean IT team comprising just three persons.

"Previously, end-users did their own software upgrades and patches using Microsoft Windows Server Update Services. While our users were properly trained and we had few problems with software distribution, the process did require users to interrupt their work or stay back after hours to do the updating," said Khomsan Wanna, System Engineer, MIS Department.

Automation would make the software distribution more efficient than before, Khomsan explained, as well as eliminate end-user downtime and after-hours time.

Siam Hitachi Automotive Products Ltd. also wanted greater operational control over its client environment, which has been growing at a fast pace. The company has a strict policy regarding Web downloads and while full-time staff members were compliant with it, temporary employees had to be reminded constantly. It also wanted to be able to do such things as monitor software usage, block software if need be, and collect detailed information on PC operations.

Compliance a Must

"Such information would give us greater visibility into the client environment, enabling us to streamline it further, trim costs, improve manageability and reduce the administrative and helpdesk burden on our IT team," said Surachet Srinarong, Manager, MIS Department. "It would also enable Siam Hitachi Automotive Products Ltd. to be compliant with the Computer Crime Act."

JP1

Needs	
	➢ Automatically distribute new applications, patches and updates
	➢ Eliminate end-user downtime
	➢ Collect information on PC operations
	➢ Gain greater control of client environment

Solution	
	➢ JP1/Software Distribution distributes and installs client software automatically
	➢ Distribution process is transparent and requires zero client PC downtime
	➢ JP1/Software Distribution enables IT team to centrally and remotely log PC operations

Benefits	
	➢ Quick implementation and ease of use reduced time-to-benefit
	➢ Smaller administrative burden on IT team
	➢ More effective policing of policy prohibiting Web downloads
	➢ IT team has greater operational control over client environment
	➢ Company has met the requirements of the Computer Crime Act

"Using Hitachi JP1/SD, we are now able to centrally and remotely log PC operations such as program execution, window changes, and file operations. This gives us greater visibility into what happens at the desktop level, as well as makes troubleshooting faster and easier."

Khomsan Wanna
System Engineer
MIS Department

About Siam Hitachi Automotive Products Ltd.

Established in 1994, Siam Hitachi Automotive Products Ltd. is a leading manufacturer of electrical systems used in automotives. The company is a joint venture between Siam Auto Parts and Hitachi (Japan) Ltd.

Among other requirements, the Act requires state and private organisations to keep records of Internet access and traffic for at least 90 days, and for up to one year if requested by authorised officials investigating cybercrime. Enacted in July 2007, the Computer Crime Act came into effect in August 2007; organisations were given a one-year grace period to install the systems necessary for storing and monitoring computer data.

With automated software distribution and PC operation logging at the top of its wish-list, Siam Hitachi Automotive Products Ltd. went about evaluating suitable solutions. It then trimmed the list down to two and eventually chose Hitachi JP1/Software Distribution (Hitachi JP1/SD).

An Easy Choice

"Hitachi JP1/SD has the wide and deep automated software distribution and PC operation logging capabilities we were looking for, as well as other desktop management features that we can leverage at a later time. We also found the consultant from Material Automation (Thailand), Hitachi Asia's local partner, to be more knowledgeable and experienced than the one for the competing solution," said Surachet.

Implementation was a breeze. Hitachi JP1/SD Manager was installed on a server and a start-up kit for the client component was created and distributed to end-users. The whole process took only half a day; a one-day training session brought the IT team and end-users up to speed on how to administer and use the solution.

With Hitachi JP1/SD in place, Siam Hitachi Automotive Products Ltd. has fully automated the software distribution function and end-users no longer have to sacrifice productive time or spend their own time on ensuring that their system software and applications are up to date. Clients PCs do not need to be rebooted after each patch and the process is completely transparent to users.

The solution has also enabled the company to be compliant with the Computer Crime Act.

"Using Hitachi JP1/SD, we are now able to centrally and remotely log PC operations such as program execution, window changes, and file operations. This gives us greater visibility into what happens at the desktop level, as well as makes troubleshooting faster and easier. Together with the Remote Control and other features, this affords us better control of client PCs," said Khomsan.

Up Next

Having clearly benefited from the use of Hitachi JP1/SD, Siam Hitachi Automotive Products Ltd. will soon be implementing its sister solution, Hitachi JP1/Asset Information Manager (Hitachi JP1/AIM). The solution will enable the company to inventorise its IT assets, manage software licenses and maintenance agreements, and track hardware and network changes, among other functions. It now uses Lotus Notes for license tracking and expiration alerts.

The company also plans to upgrade to the recently launched Version 8.5 of Hitachi JP1/SD in the near future. Features in the new version allow IT administrators to control the reading and writing of data to USB and other storage media; log and, if necessary, suppress print operations; and acquire Web access logs for each client machine.

By reducing the risks to information security caused by misconduct and errors, these functionalities will provide Siam Hitachi Automotive Products Ltd. with even greater control over its client environment and print costs, as well as a compliance posture that goes beyond the requirements of the Computer Crime Act.

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