



YOKOGAWA (THAILAND) LIMITED

Hitachi JP1 pair bring order and efficiency to 350-PC desktop environment spread across head office and Rayong branch

A leading player in automation and process control and test and measurement, Yokogawa (Thailand) Limited uses Hitachi JP1/Asset Information Manager and Hitachi JP1/Software Distribution to efficiently manage its desktop environment, protect its information assets, and enhance its compliance capability and software governance.

A joint venture between Japan's Yokogawa Electric Corp. and its former distributor Dynamic Supply Engineering, Yokogawa (Thailand) Ltd. is a leading provider of instruments and systems for industrial automation and process control, and test and measurement. The company, which will be celebrating its twentieth anniversary in late 2009, has its headquarters in Bangkok, which is linked via a 2Mbps leased line to a sales office in Rayong in eastern Thailand.

Together, the two locations have a total of more than 350 client PCs, each with a standard software configuration of operating system, Web browser, Microsoft Office 2003 and Lotus Notes. A four-person IT team located in the Bangkok HQ has clear visibility of the entire client environment, and this enables it to keep the client PC fleet current, consistent and secure. That's no small feat, considering that the team is also responsible for upkeeping the enterprise applications and associated hardware that power Yokogawa (Thailand) Limited IT-wise.

The desktop environment was not always this orderly or manageable. For a start, the IT team could not monitor how users were using their machines. This meant that there was no way of knowing if users were downloading or using unauthorised software, visiting prohibited or non-work related websites, or if confidential information was being transmitted to unauthorised colleagues or outside parties, either intentionally or otherwise.

Information Leakage A Prime Concern

In particular, the risk of information leakage outside the corporate boundary of Yokogawa (Thailand) Limited was a source of concern for top management, as it put into question the company's ability to comply with the Computer Crime Act. Enacted in July 2007, the Act came into effect in August 2007. Among other

requirements, it 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.

Given the disperse location of the client PCs and the lean IT team, maintaining an updated inventory of hardware and software assets was also a challenge. Hardware inventoring was performed manually. Assets were recorded at the time of their purchase and subsequent add-ons or replacements were not captured. And while Yokogawa (Thailand) Ltd. had a software asset manager, each round of software inventoring took one person an entire week to complete, said Assistant IT Manager Narongchai Saeung.

End-user support was another area that needed improvement. Without an accurate record of how each PC was configured, troubleshooting was not easy or timely and desk-side visits were fairly common. In the case of users located at the Rayong sales office, this meant a four-hour commute to and fro. Software distribution was also resource-intensive. The use of logon script and Group Policy objects to patch software placed a demand on end-user time and effort, and required an IT staff member to log on to a server as an administrator, create a shared network folder for the patch, set permissions, and so on.

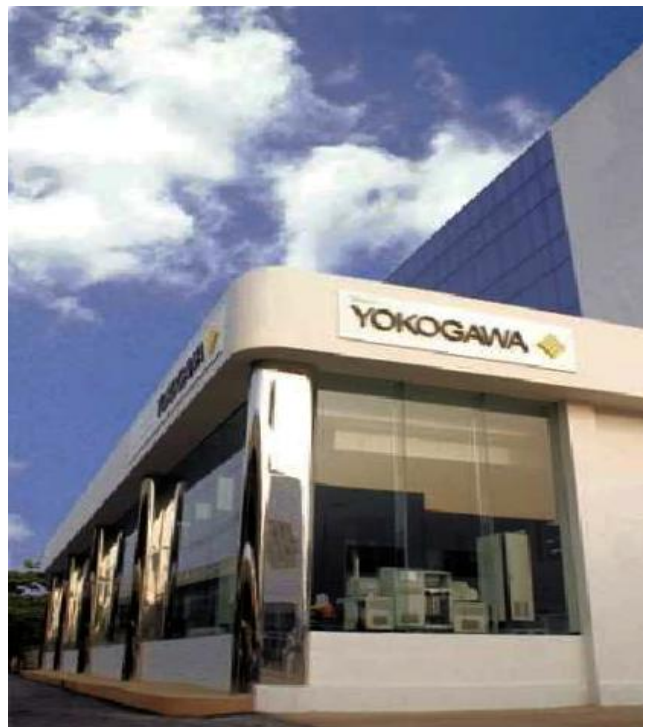
Bringing Order to The Desktop

It was clear that the desktop environment at Yokogawa (Thailand) Limited would gain greater efficiency from automation and the company set about evaluating suitable solutions. At the top of its wishlist were: detailed hardware and software information, capability for monitor user operations, ease of implementation and usage, and support for software governance, compliance and security policies.



Narongchai Saeung,
Asst IT Manager

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JP1



Needs	<ul style="list-style-type: none"> ➤ Gain visibility and control of desktop assets and operations ➤ Enhance information security, compliance and software governance ➤ Reduce resources spent managing client environment ➤ Automatically distribute software patches
Solution	<ul style="list-style-type: none"> ➤ Hitachi JP1/AIM enables greater clarity and control of user operations ➤ Hitachi JP1/SD allows IT team to centrally and remotely log PC operations ➤ Remote Control feature in Hitachi JP1/SD makes it possible to support end-users remotely ➤ Hitachi JP1/SD distributes and installs software patches automatically
Benefits	<ul style="list-style-type: none"> ➤ Improved information security, compliance capability and software governance ➤ Greater visibility and control of end-user operations ➤ Manpower, time and travel cost savings for end-user support ➤ Fast and accurate asset inventoring and software distribution

The company evaluated Version 8.5 of Hitachi JP1/Asset Information Manager (Hitachi JP1/AIM) and Hitachi JP1/Software Distribution (Hitachi JP1/SD) and found them superior to competing solutions from two other vendors.

“The two Hitachi JP1 solutions best matched our needs. What we found most attractive and which the other vendors didn’t have is the operation log acquisition capability, the features for protecting company-confidential information, and the ability for use to manage IT assets over their lifecycles. The solutions also work very well together and are easy to implement and use,” said Mr. Narongchai.

Multiple Benefits

Using Hitachi JP1/SD, Yokogawa (Thailand) Limited’s IT team members can now acquire logs (operation, file, print and Web access) for each client machine, suppress printing on client PCs, block the use of USB storage media and CD/DVD drives, track hardware and software changes, and disable the launching of unauthorised software. This tighter control over what happens at the client level reduces the risks caused by

misconduct and errors, enhances security, and strengthens compliance with the Computer Crime Act. Software distribution has become more efficient and no longer requires end-user involvement.

The use of Hitachi JP1/AIM has given Yokogawa (Thailand) Limited an accurate and up-to-date inventory of its hardware and software assets. The IT team now has a deep view of each client PC and is thus able to troubleshoot issues faster and more accurately than before using the Remote Control function in Hitachi JP1/SD.

“There are far fewer desk-side visits than before, especially to Rayong, and this has resulted in considerable manpower, time and travel cost savings,” said Mr. Narongchai.

Going forward, he and his colleagues plan to further extend the use of the two Hitachi solutions to such desktop management areas as license management, software utilization, database maintenance and operating status monitoring.

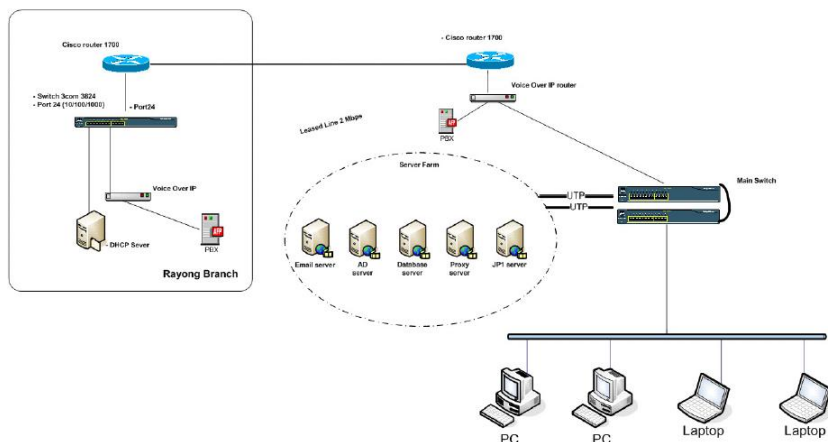
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About Yokogawa (Thailand) Ltd.

Established in 1989, Yokogawa (Thailand) Ltd. Siam Hitachi Automotive is a leading supplier of instruments and systems for industrial automation and process control, and test and control. The company won Frost & Sullivan Industrial Technologies Awards in 2008 for its leadership in the DCS and Automation & Software markets.

www.yokogawa.com/th



Deployment of Hitachi JP1/AIM and Hitachi JP1/SD at Yokogawa (Thailand) HQ and Rayong branch

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JP1

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