

Czarnowski Shows Signs of Brilliance with FirM Choice

Since 1947, companies of all sizes and industries have counted on Czarnowski to create dynamic trade show exhibits, events and branded environments. Through an unparalleled network of nationwide US offices and global partnerships, Czarnowski provides strategy, design, fabrication, installation and dismantling

services, and program management for the trade show industry.

Communicating with such a wide spread team in different time zones and on

different projects, means a robust, flexible yet secure environment is required. Czarnowski relies on IBM Lotus Notes and Domino as its communication platform across the organisation and has a small team dedicated to managing it.

With a need to manage users and groups in both Notes Domino and Microsoft Active Directory and an increasing number of users with Blackberries - all managed by support teams spread across the United States - managing the environment while still keeping control and restricting administrators' access was proving difficult. Users in the remote offices were experiencing delays because of time zones and mistakes were being made due to some personnel having too much access. This meant that time was wasted fixing things as well as a low level of service to the users.

The task of sourcing a solution to this continuous time draining aspect of the job fell to John Roling, Senior Groupware Administrator at Czarnowski. "We were looking for a tool to automatically control and manage the basic day to day administration of the Notes environment. Help desk calls and the huge growth of Blackberry devices were typically taking up to two hours a day from us"

"Locking down the system so that no manual changes could happen was huge for us; we needed to know what was happening so everything was consistent. We were wasting a lot of time fixing problems that were being caused by accident. We checked the marketplace and asked people in the Notes Domino community and we found only one product, FirM from HADSL, that accomplished everything we needed." Roling said.

'FirM does exactly what it's Advertised to do, and in the six months we've had it in Place, it's freed up a couple of Hours a day that we can use on Project management and other Projects.'



Czarnowski

We love what we do.



FirM is the comprehensive Federated Identity and Resource Manager for Lotus Domino, Microsoft Active Directory and Blackberry devices, which allows you to create profile information on all user and group operations and allow delegation to non-technical users and administrators, in a completely automated, secure and audited manner, reducing administrator burden and increasing service level. The built-in reporting functionality gives companies flexibility and instant access to information on their Notes users.

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An unplanned bonus was the

saving of four man weeks of manual administration and development when Czarnowski recertified their entire user base and moved them into a new company hierarchy. That alone covered the cost of implementing FirM!

"FirM is effectively invisible to the company; requests come in from one of the other offices and, according to business rules, are automatically completed. In the past those requests could be delayed until the central administrator team came to work. Having these requests completed quickly has been well received across the organisation." Roling concluded.

ABOUT CZARNOWSKI

At Czarnowski, we love what we do. Our story is one of growth, innovation, stability and vision. Our history goes all the way back to 1947 when we were a small, Chicago-based installation and dismantling business with a big reputation. Today we are a global exhibit and event company with facilities and strategic partnerships all over the world. While much has changed over the years, one thing has not. Regardless of industry, budget or service need, we promise to create and sustain the highest level of customer experience through our unique and passionate culture. Responsibility, a core value of our culture, is demonstrated through our ongoing commitment to developing and deploying sustainable global solutions including corporate giving programs; eco-friendly operations; designs and programs inspired by recycled and recyclable materials; and safety certification and training programs for our employees.

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ABOUT HAD SOFTWARE LTD. (HADSL)

Since 2002 hadsl's id management controls, automation and auditing offering enables large and small organisations to deliver faster, more accurate access to IBM Lotus Notes, Microsoft Active Directory and Blackberry systems. It uses fewer man hours and delivers a higher service level and excellent return on investment. Hadsl's growing list of customers are from a wide range of industries from finance to audit and professional services to government. For more information contact, Tony Holder on +44 7768 156531 or email: tony.holder@hadsl.com or sales@hadsl.com

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