

Hitachi Credit Singapore Brings Order to Client Environment Using Hitachi JP1

Customer Profile

Part of Hitachi Capital Corporation, Hitachi Credit Singapore is a leader in financing for corporate and individual customers requiring assistance in purchase or lease of business equipment or consumer goods or other financial services.

Industry

Financial Services

Business Challenge

Before Hitachi Credit Singapore implemented Hitachi JP1, software distribution was performed manually. There was no clear view of the client environment, version control and license management were weak, and end-user support was laborious.

Solution

Hitachi JP1 Software Distribution

Benefits

- Automated distribution of software
- Complete inventory of client assets
- Improved license management
- Remote end-user support
- More productive IT and end-user staff
- Lower cost structure for client software

“Through the use of Hitachi JP1 Software Distribution, we’ve gained a clear, current and complete view of our client environment and reconciled our installed software against license information. We’ve also achieved version consistency, raised end-user and IT staff productivity, and lowered client software costs.”

Koji Otani, Division Manager, Administration Division

A member of the Hitachi Group, Hitachi Credit Singapore Pte. Ltd. has been providing financial services to corporate and individual customers in Singapore since it was established in 1982. Its corporate customers include small- and medium-sized enterprises, multinational corporations and even government bodies; individual customers include those who do not possess credit facilities but require financing for their purchases.

Each of the company’s 60 or so staff members is provided with a PC. Four servers tended in the back end by a three-person IT team provide the IT firepower that supports Hitachi Credit Singapore’s business operations.

Server-side applications include Lotus Notes, anti-virus software and a custom-built call management solution; client software includes Microsoft Office, anti-virus clients and Acrobat Reader.

Like in many other corporate environments,

there was no central view of applications or patches downloaded from the World Wide Web by end-users. Nor was there clarity as to whether the various software used at the client level were of the same version, or if the terms of license agreements were met at all times.



Software Audit

In early 2005, as part of its strategy to constantly monitor and refine all operational and service aspects so as to better serve its customers, Hitachi Credit Singapore decided to perform a software audit that would give it a better view of its software assets, as well as

provide guidance on which aspects of its software landscape needed to be regularized.

“We wanted the assurance that only licensed and legal software was in use. The audit also provided the opportunity to gain consistency version-wise, which would make for better flow of our data and documents across workgroups and higher and more immediate usability,” said Agnes Tan, Admin Group Manager, Administration Division, Hitachi Credit Singapore Pte. Ltd.

New intellectual property legislation had come into effect at the beginning of the year so the audit was also timely, she added.

Given the size of the organization and considering that it has an IT team, the software audit would not have taken much effort. However, it would have required that end-user operations be interrupted and that was a big no given Hitachi Credit Singapore’s service orientation.

Also, a manual audit would have provided only a ‘freeze-frame’ picture of the software environment, not a ‘live’ image. For that, the company turned to Hitachi JP1 Software Distribution, part of the Hitachi Job Management Partner 1 suite of systems management solutions.

Immediate Results

Installation of the solution and the software audit it engendered took just three days. The Manager component was installed on one of the servers; the Client component was automatically installed on each individual client PC using a start-up kit.

“Despite its name, Hitachi JP1 Software Distribution does more than distribute software. Using the Manager component we can retrieve and manage the inventory information of each machine in our

network. This includes hardware information, software installation status, and user-specific inventory information,” said Koji Otani, Division Manager, Administration Division.

Software distribution per se is now a breeze, with software sent out at a specified time in a single operation to all clients or a pre-selected group of clients. Distributed software is installed automatically, so there is no need to set up or reboot the client PCs individually.

The ability of the Hitachi solution to detect instances of under- or over-licensing and out-of-date licenses has also resulted in a tidier software licensing regime. This has helped Hitachi Credit Singapore save costs when purchasing open license software, said Mr. Otani.

“Through the use of Hitachi JP1 Software Distribution, we’ve gained a clear, current and complete view of our client environment and reconciled our installed software against license information. We’ve also achieved version consistency, raised end-user and IT staff productivity, and lowered client software costs. More importantly, we now have more time to focus on servicing our customers.”

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The logo features the text 'JP1' in a large, bold, sans-serif font. To the right of 'JP1' is the word 'Version' in a smaller font, with a large '7i' below it, indicating the software version.