

CSC & Anglian Water Services Ltd



A watertight case for Sanctuary[®] Device Control About Anglian Water Services Ltd.

Anglian Water Services Ltd., part of the AWG plc group, is geographically the largest water service company in the UK providing water and sewerage services to over 5 million people. To help the company face the challenges of increasingly tough UK water industry regulation and the ongoing need to lower costs, Anglian Water Services called upon CSC to supply a refreshed IT infrastructure. Anglian Water's parent company AWG has over 10,000 employees worldwide operating in Asia Pacific, South America and Europe, and also runs three water companies in the Czech Republic.

About CSC Computer Sciences Corporation Ltd

Computer Sciences Corporation, one of the world's leading information technology services providers, helps organizations achieve better business results through their expert knowledge of market requirements and adroit use of technology. Since its formation in 1959, CSC has earned a reputation for being a customer-centric company capable of developing and managing solutions specifically tailored to each client's need. No other company offers the same range of professional services and global reach as CSC in areas such as e-business strategies and technologies, management consulting, information systems consulting and integration, application software, and IT and business process outsourcing.

Background

As part of an ongoing process of restructuring their systems to deliver a more cost effective service to its customers, Anglian Water outsourced the provision of IT Services for more than 4000 computer systems to Computer Sciences Corporation Ltd. (CSC).

The need

CSC recognized that in order to minimize administration and support overheads for their managed service, there was a need to deploy and maintain a number of standardized user desktop environments within Anglian Water. However, CSC also recognized that in order to maintain the integrity of its client's security protocols including the standard user desktop environment, CSC would need to exercise control over the user's ability to interface with I/O devices such as Floppy disks, CDROMs, and USB media storage. As certain employees have, on occasion, a genuine business requirement to access certain types of I/O devices, this resulted in a support operative visiting the system to physically enable or disable access to these devices, thereby introducing delay and incurring additional support costs.

The solution

Graham Smith, a CSC Project Manager for Anglian Water and his team sought a solution that would allow CSC to administer user access rights to system I/O devices from a central location and negate the time consuming and potentially costly requirement to visit and configure each

system individually.

After evaluating a number of options, CSC turned to SecureWave and evaluated Sanctuary[®] Device Control. Not only does Sanctuary[®] Device Control allow user I/O device access rights to be administered centrally, but it also allows these changes to be applied dynamically without users having to log off and back onto their system thereby minimizing any loss of user productivity.

The benefits

The deployment of Sanctuary[®] Device Control has enabled CSC to deploy a more effective, secure and operationally viable solution to Anglian Water whilst improving customer service.

Graham Smith commented "Sanctuary[®] Device Control is simple to manage", "The biggest benefit of Sanctuary[®] Device Control is the ability we now have to easily and remotely control user access rights to I/O devices such as floppy drives, CDROM's and USB Devices. Without Sanctuary[®] Device Control, enabling and disabling these devices would entail a site visit by an engineer. This activity has now been eliminated".

"The ability to assign I/O device access rights to an individual's user profile, rather than to a workstation or laptop, enables users to roam from site to site or machine to machine and still have full access to all authorized devices".

"With a significant number of employees regularly changing roles, the ability to centrally manage user access rights has made the administrative process much

easier and generated significant improvements in CSC productivity”.

Conclusion

Both CSC and Anglian Water are benefiting from deploying SecureWave's Sanctuary® Device Control. Anglian Water benefits from improved levels of security whilst

CSC has a solution that enables it to manage user access to I/O devices more quickly and efficiently at no additional cost.



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