

AXA INSURANCE PCL

The Hitachi JP1 solution simplifies management and strengthens protection of IT assets while improving compliance across the board.

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ABOUT AXA INSURANCE PCL

AXA Insurance PCL is a member of the global AXA Group and a leading provider of retail, commercial and health insurance in Thailand.

www.axa.co.th



Ms Chanida Ratanavijai, Vice President of OneIT (top), together with Mr Oran Olaric, Assistant Manager of OneIT (bottom), chose the Hitachi JP1/ITDM solution to enhance system security for AXA Insurance Thailand

NEEDS

- / Improve accuracy of IT assets' inventory records
- / Reduce risk of virus infections from USB drives and unsanctioned software
- / Strengthen data protection against unauthorised access

AXA Insurance in Thailand relies on Hitachi JP1 for easy, accurate IT inventory management and stronger system security through better compliance effectiveness.

In 1998, AXA Insurance Thailand was established as a member of the global AXA Group – the world-leading financial service group with over 100 million customers in 57 countries. Headquartered in Bangkok, AXA Insurance Thailand has 18 branch offices and an extensive network of sales, support and service professionals nationwide.

Yet maintaining its sizeable IT inventory has traditionally been a labour-intensive process for the Thai insurance giant. Whenever a new PC or notebook computer was procured, staff would manually log this into a Microsoft Excel spreadsheet. Inventory records were only checked and updated twice in an asset's lifetime – within its first year and upon replacement. Errors were commonplace.

This situation was only exacerbated by the company's nationwide presence.

“When assets were not physically located in the same office as us, our IT administrator would call the branch office and request end-users to verify certain details on our behalf. There have been many instances where the end-user, being unfamiliar with what we were asking for, reported the wrong information. This led to even greater inaccuracy in our inventory records,” explained Mr Oran Olaric, Assistant Manager of OneIT.

Access control was another issue that the OneIT team had to grapple with. The pervasive use of personal USB drives by end-users had, on numerous occasions, introduced malicious viruses to the network. Even though the company had an existing anti-virus software installed, AXA Insurance Thailand was convinced that addressing the root of the problem would be more effective than resolving issues as they arose.

This conviction was strengthened by several cases of disappearing files.

JP1
One Simplicity

SOLUTION

/ IT Security and Asset Management using Hitachi JP1/ITDM

BENEFITS

- / Accurate, efficient and centralised IT inventory management
- / Individual user permissions to control external drive and software installation privileges
- / Complete network monitoring to track user activity and pre-empt issues

“We have had shared files on our network vanish. We believe that these were deleted by end-users although no one ever came forth to admit it. As our company manages sensitive client information, we were also very worried about data leakage,”

said Mr Oran.

Motivated by its responsibility to its clients, and spurred by the prospect of increasing work efficiency and reducing internal and external security threats to its system, AXA Insurance Thailand began searching the market for a better IT asset management solution.

Finding the Answer in Hitachi JP1

“We spent quite some time evaluating several solutions. Eventually, we decided on Hitachi JP1/IT Desktop Management (ITDM) because it had everything we needed in a single package. With full features for desktop management and a quarantine network system in place, we were confident that JP1/ITDM would be the answer to our problems,” shared Mr Oran.

With the green light from AXA Insurance Thailand, the Hitachi team launched into action. Understanding the company’s IT environment, internal processes and compliance policies were paramount to translating the JP1/ITDM solution into visible results.

“From the moment Hitachi JP1/ITDM was deployed, we could see our efficiency levels rising,” remarked Mr Oran. “For starters, IT asset records became more accurate and trustworthy. Inventory management also became less of a chore because JP1/ITDM makes it possible to search and filter through asset categories to easily find the information we need.”

The enhanced system security that AXA Insurance Thailand wanted has also become a reality. Effective Network Access Control by Hitachi JP1/ITDM means that unauthorised PCs are rejected from the network and, with individual user permissions settings now possible, the OneIT team can effortlessly prevent the installation of unauthorised software.

“JP1/ITDM’s Operation Log function has really turned things around for us. We can now monitor network activity and pre-empt security issues before they happen. We have also been able to clean up our network by locating and removing certain user-installed software,” commented Mr Oran.

AXA Insurance Thailand has also seen a dramatic decrease in the number of virus infections caused by USB drives – ever since Hitachi JP1/ITDM allowed the OneIT team to limit USB privileges to a defined group of users.

When asked to sum up his experience, Mr Oran said: “Hitachi JP1/ITDM has met and exceeded our original requirements. In fact, it is delivering value in ways we did not expect. Because it comes with remote access for desktops, for example, we no longer need to buy Virtual Network Computing (VNC) licenses for our many end-users. That adds up to significant cost savings for us.”

Into the Future Together

Pleased with the results that Hitachi JP1/ITDM has delivered so far, AXA Insurance Thailand hopes to reap even greater benefits by extending its use.

“For us, JP1/ITDM is all about improving efficiency. It has helped us strengthen IT security and now, we are exploring the Contract Management function as a solution to centrally managing our asset licenses,” said Mr Oran.

“AGSS Co Ltd, Hitachi’s partner in Thailand, has an excellent team that has been very prompt in responding to our needs and queries. We are confident that we can rely on them.”

Hitachi Asia Ltd.

System Management Solution Division

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