Previously, end-users did their own software upgrades and patches using Microsoft Windows Server Update Services. While our users were properly trained and we had few problems with software distribution, the process did require users to interrupt their work or stay back after hours to do the updating,” said Khomsan Wanna, System Engineer, MIS Department.

Automation would make the software distribution more efficient than before, Khomsan explained, as well as eliminate end-user downtime and after-hours time.

Siam Hitachi Automotive Products Ltd. also wanted greater operational control over its client environment, which has been growing at a fast pace. The company has a strict policy regarding Web downloads and while full-time staff members were compliant with it, temporary employees had to be reminded constantly. It also wanted to be able to do such things as monitor software usage, block software if need be, and collect detailed information on PC operations.

Compliance a Must

“Such information would give us greater visibility into the client environment, enabling us to streamline it further, trim costs, improve manageability and reduce the administrative and helpdesk burden on our IT team,” said Surachet Srinarong, Manager, MIS Department. “It would also enable Siam Hitachi Automotive Products Ltd. to be compliant with the Computer Crime Act.”
**Case Study**

**Hitachi (Japan) Ltd.**

**About Siam Hitachi Automotive Products Ltd.**

Established in 1994, Siam Hitachi Automotive Products Ltd. is a leading manufacturer of electrical systems used in automotives. The company is a joint venture between Siam Auto Parts and Hitachi (Japan) Ltd.

**Hitachi JP1/SD**

Among other requirements, the Act 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. Enacted in July 2007, the Computer Crime Act came into effect in August 2007; organisations were given a one-year grace period to install the systems necessary for storing and monitoring computer data.

With automated software distribution and PC operation logging at the top of its wish-list, Siam Hitachi Automotive Products Ltd. went about evaluating suitable solutions. It then trimmed the list down to two and eventually chose Hitachi JP1/Software Distribution (Hitachi JP1/SD).

**An Easy Choice**

"Hitachi JP1/SD has the wide and deep automated software distribution and PC operation logging capabilities we were looking for, as well as other desktop management features that we can leverage at a later time. We also found the consultant from Material Automation (Thailand), Hitachi Asia’s local partner, to be more knowledgeable and experienced than the one for the competing solution," said Surachet.

Implementation was a breeze. Hitachi JP1/SD Manager was installed on a server and a start-up kit for the client component was created and distributed to end-users. The whole process took only half a day; a one-day training session brought the IT team and end-users up to speed on how to administer and use the solution.

With Hitachi JP1/SD in place, Siam Hitachi Automotive Products Ltd. has fully automated the software distribution function and end-users no longer have to sacrifice productive time or spend their own time on ensuring that their system software and applications are up to date. Clients PCs do not need to be rebooted after each patch and the process is completely transparent to users.

**Benefits**

- Quick implementation and ease of use reduced time-to-benefit
- Smaller administrative burden on IT team
- More effective policing of policy prohibiting Web downloads
- IT team has greater operational control over client environment
- Company has met the requirements of the Computer Crime Act

The solution has also enabled the company to be compliant with the Computer Crime Act.

"Using Hitachi JP1/SD, we are now able to centrally and remotely log PC operations such as program execution, window changes, and file operations. This gives us greater visibility into what happens at the desktop level, as well as makes troubleshooting faster and easier. Together with the Remote Control and other features, this affords us better control of client PCs," said Khomsan.

**Up Next**

Having clearly benefited from the use of Hitachi JP1/SD, Siam Hitachi Automotive Products Ltd. will soon be implementing its sister solution, Hitachi JP1/Asset Information Manager (Hitachi JP1/AIM). The solution will enable the company to inventorise its IT assets, manage software licenses and maintenance agreements, and track hardware and network changes, among other functions. It now uses Lotus Notes for license tracking and expiration alerts.

The company also plans to upgrade to the recently launched Version 8.5 of Hitachi JP1/SD in the near future. Features in the new version allow IT administrators to control the reading and writing of data to USB and other storage media; log and, if necessary, suppress print operations; and acquire Web access logs for each client machine.

By reducing the risks to information security caused by misconduct and errors, these functionalities will provide Siam Hitachi Automotive Products Ltd. with even greater control over its client environment and print costs, as well as a compliance posture that goes beyond the requirements of the Computer Crime Act.

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**People**

Khomsan Wanna
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MIS Department

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