



Compliant IT Practices To Support Standards Driven Manufacturing Company

Emereo Solutions provide Network Management and End-Point Security to Ensure IT Availability

Brunner Mond The Name Behind the Brands

Brunner Mond is one of the world's leading manufacturers and suppliers of sodium carbonate (soda ash), sodium bicarbonate and associated alkaline products. The company supplies customers from manufacturing plants in Northwich in the UK, where it has its headquarters, Delfzijl in the Netherlands and Magadi in Kenya. Brunner Mond (South Africa) Pty Ltd also operates a transportation terminal at Durban, South Africa. The Brunner Mond Group is wholly owned by Tata Chemicals Limited, part of the Tata Group of India.

Soda ash is a vital constituent in a wide range of manufacturing processes including those for glass, detergents and industrial chemicals. Sodium bicarbonate is also used in the manufacture of a diverse range of products including pharmaceuticals, bakery products and personal care products such as toothpaste and deodorants. The Group's major markets are in the UK, Europe, the Middle East and South-East Asia. Brunner Mond is also one of the world's leading producers of calcium chloride liquor.



Brunner Mond was originally formed in 1873 and since its re-creation as in 1991 the company has supported an extensive programme of investment in its products, plant, people and customer service facilities.

Brunner Mond's headquarters are in Northwich, Cheshire, where the manufacturing site is made up of the two plants on either side of the town at Lostock and Winnington.

A Standards Driven Company

All Brunner Mond's products are manufactured and sold to ISO 9001:2000 standard and compliance to environmental and safety performance standards are at the heart of all of the Company's commercial and manufacturing activities. So not surprisingly other parts of the Company are looking to ensure the services they provide internally are equally matched to best practice and utilise best-of-breed solutions.

Martin Murgatroyd, the Company's Head of IT, has very much picked up this challenge. "As the Company is governed by particular standards across its manufacturing processes so there is a real need to ensure that the other parts of the business are correctly supported in a timely and efficient manner and in this respect IT strives to lead.



Manufacturing processes need to be both time and resource efficient and because IT systems run in parallel with many of these processes, providing applications and services throughout, IT needs to be extremely diligent if it is to deliver a service equal to the demands of the manufacturing and supply chain processes at work for the commercial success of Brunner Mond."

Murgatroyd and Brunner Mond have had to face a number of key challenges and Emereo Solutions has been there to assist with a number of initiatives facing IT, and especially where ensuring high availability of systems, devices, applications and services to the business is a critical deliverable.

Improving Availability of IT

A key fundamental to improving availability of IT in any organisation is gaining visibility of their networked IT estate. To do this Brunner Mond opted to deploy a cross-platform network management and monitoring solution rather than use a range of proprietary tools which would fail to give one consolidated view to those co-ordinating IT service delivery across the organisation.

AdRem NetCrunch, provided by Emereo Solutions, was chosen as its low cost of ownership was quickly justified due to its ability to monitor and manage Brunner Mond's range of devices, applications and services that utilise a combination of NetWare, Notes and Windows; in total NetCrunch manages over 228 critical nodes (servers, switches and printers) and over 500 services (covering the web, e-mail and applications). Brunner Mond use Novell for file and print, has Notes for e-mail and Windows application servers and from one single console NetCrunch manages and monitors these elements by presenting a variety of connected views to it.

What was important for Brunner Mond was to discover their IT estate, have it segmented and be able to manage or monitor it from one single point,

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NetCrunch. Having achieved this in a relatively short period of time the next phase was to apply a level of alerting and monitoring within NetCrunch across those categories that has effectively created service level agreements (SLA) for the way IT will support Brunner Mond's business critical elements.

Murgatroyd comments, “A compelling reason for Brunner Mond was the speed and ease with which Emereo Solutions deployed NetCrunch. In a matter of days the initial implementation was complete and we were monitoring and alerting on all critical elements relating to Brunner Mond's IT estate; another day or so and our network analysts were trained too!”

Being able to react to the changing state of these critical elements is a key benefit of deploying NetCrunch as the alerting policies that can be configured and applied so escalation paths can be set and communicated using common media (SMS, screen-pop, e-mail etc.) so no incident or problem ever goes unnoticed.

And because it is all about availability the reporting templates Martin Murgatroyd now has at his disposal will allow him to plan more accurately for change and budgets. NetCrunch's reports will highlight elements requiring maintenance and upgrading and those that fail too often and need de-commissioning and replacement.

Managing The Threat of Data Loss, Unauthorised Intrusion and Non-Availability

Availability of IT is not just about what happens across a network supporting an organisation's activities, securing against unwanted user behaviour at the end-point also becomes a critical requirement too. Many of Brunner Mond's products are manufactured to their own composite specifications, consequently they have commercial value to others in the industry. Similarly Brunner Mond maintain sensitive payroll records of their staff and many, many customer records and this is all data which the Company cannot afford to lose.

And the Company cannot afford to lose any of this data on three counts; staff confidence, competitive edge in the market and the temporary loss of IT, critical to the business, while a 'forsensic' assessment is undertaken. To secure against these threats Emereo Solutions introduced DriveLock to Brunner Mond.

DriveLock is an end-point security solution which, today, does much more than its name suggests. Yes DriveLock can configure network profiles to allow or deny access to drives according to the active network connection and in this ever-changing world it also allows or forbids removable devices, controllers and ports. Where safe removal of these devices is required, for remote working purposes, Brunner Mond has the option of encrypting the device.

What was important to Brunner Mond was to be able to do all of this based upon an individual's access rights and profiles therefore ensuring that access was appropriate to the role of the individual in the organisation. To do this DriveLock utilises LDAP (Active Directory or e-Directory) so individual's profiles can be used when setting rights for drives, removable devices and applications.

Emereo Solutions has supplied and trained Brunner Mond on the DriveLock Suite.

Smart Integration Secures IT Availability

In order to fully secure Brunner Mond against the threat of data loss and unwanted intrusion and avoid the possibility of IT downtime the next phase is for Emereo Solutions to integrate DriveLock with NetCrunch. By capturing the SNMP events generated by DriveLock Emereo can utilise these to establish an early-warning system within NetCrunch for those in Brunner Mond's IT department.

NetCrunch will be configured to monitor DriveLock as a critical application and any event which is triggered will then be visually displayed to all in IT with escalated alerting to those that need to take corrective action immediately.

Bill of Materials

Brunner Mond has deployed NetCrunch 5 Premium XE 1000 with 5 concurrent remote access licenses for use by support analysts supporting the network and 350 licenses of the DriveLock Suite for end-point security. Emereo Solutions has provided implementation and training services for both solutions.

About Emereo Solutions

Emereo provides rapidly-deployed software solutions for infrastructure management covering network management and monitoring, network behaviour analysis, end-point security and IT service management. Our solutions help organisations secure greater resilience of their enterprise networks so IT can provide better services to the business and operations it supports. Best-of-Breed products adhere to ITIL and COBIT best practices and ensure compliance with initiatives such as Sarbanes Oxley, FSA, GSI, e-Health and e-Government.

Emereo Solutions (UK) Limited (formerly AdRem Software UK) was founded in 2004. Its installed base serves a diverse range of customer types from Central and Local Government, the NHS, Education, Finance Services, Law firms and many more organisations where the goal is making IT effective and available. Emereo's solutions have been deployed on over 15,000 servers across the UK and Ireland.



*Protecting Your Organisation
Without Inhibiting Your People*