



Reliance, Inc.

Integrated solutions enhance security and compliance



Reliance, Inc. is a Fortune 500 company serving over 125,000 customers through metals processing, inventory management and quick delivery services. Through its Family of Companies network, Reliance, Inc. offers more than 100,000 metal products. Efficient, high-quality service helps save time, labor, and expense for their customers, reducing overall manufacturing costs and increased profitability across many industries.

At a Glance

Industry: Manufacturing.

Location: California, USA.

Challenge: Provide secure host access to a variety of ERP systems while improving user experience and license compliance.

Challenge

The diverse nature of Reliance, Inc's Family of Companies means several different ERP systems were utilized across the network. For many years, the company engaged with Attachmate and its KEA! terminal emulation solution to provide consistent host access to core mainframe-based ERP systems, and it had become clear that change was necessary. As Jeff Richards, Senior Manager of Virtualization and Cloud Platforms at Reliance, Inc. notes: "KEA! had been out of support for some years and we felt that the limited functionality did not suit our business objectives going forward. There was no intelligence in the solution, such as API calls or screen reconfiguration opportunities. We needed a solution that could run on multiple Citrix servers, managed through our Microsoft Active Directory."

Reliance, Inc. fulfills contracts for the U.S. government, which mandates compliance with stringent security regulations. Establishing a standard for host connectivity with modern technology would be essential to meet these requirements, streamline the integration of new companies into the organization, and simplify license compliance, solution support, as well as maintenance and management.

The Challenge

To strengthen their ERP system security, Reliance needed secure host access, while improving the user experience and licensing compliance.



Reflection Desktop and MSS have improved our user experience, and we now have a clear central view of who has access to what systems to ensure correct licensing and security compliance. We found a valued partner with a team that has gone above and beyond to support us.”

FRANÉ BALJKAS

Systems Engineer, Citrix

Reliance, Inc.

Solution

To adhere to the regulatory standards the customer faced, Rocket® Reflection® Desktop facilitates a fast and secure application access. When combined with Rocket® Host Access Management and Security Server (MSS), it effortlessly integrates host access control and improves security. This, however, was not the only objective for the company. Frané Baljkas, Systems Engineer, Citrix Reliance, Inc. explains:

“We support about 5,000 users, working from any one of our 300 locations. We needed to be able to limit the number of sessions with Citrix, based on Active Directory group membership. We also saw a need to implement two-factor authentication in combination with a device trust model. This introduced integration challenges with Okta and Duo, our authentication partners.”

Support was provided through the integration of additional modules and the transformation of various macros into the new Rocket Reflection Desktop system, ensuring smooth and unified host access across the organization. The benefits were clear, according to Jeff Richards:

“Reflection Desktop and MSS just make sense to us, especially when we looked at other solutions which were proving cost prohibitive. MSS’s ability to deliver config files securely and efficiently to end-users’ devices saves us many man hours. We used to send our users their config files manually which complicated central control. We now use MSS to improve security for users moving from HTTP to HTTPS and we implemented a metering method which supports our license compliance.”

The Solution

Rocket Reflection Desktop and MSS integrate host access control and improve security while developing a standard around host connectivity.

Results

Rocket MSS manages Active Directory, user group rules, and all internal application access processes, alleviating the need for additional integration to provide secure application access. The provisioning team can leverage Rocket MSS to provide secure user access, making it easier and quicker to onboard new employees. Although the initial aim was a transparent move for end users — so that their day-to-day systems interactions wouldn't change — over time the team took the opportunity to add functionality to additional tools. Connectivity to Microsoft® Office suite was implemented, as was the use of macros and the ability to copy email content easily, resulting in the elimination of rekeying, helping to save time and improve user productivity. The credit department benefited from process automation, reducing their daily processing time considerably while Rocket MSS load balancing improved overall system performance.

Baljkas concludes: “We now have a wonderfully supported host access solution with a clear path to the future. Reflection Desktop and MSS have improved our user experience, and we now have a clear central view of who has access to what systems to ensure correct licensing and security compliance. We found a valued partner with a team that has gone above and beyond to support us.”

Impact



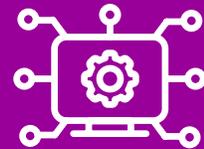
Clarified Compliance

Moving to cloud-based infrastructure led to a 50% reduction in operational costs.



Improved Security

Rocket Reflection Desktop ensures a fast and secure application access, while Rocket MSS integrates host access control for steadfast security.



Enhanced Usability

Rocket Reflection Desktop and Rocket MSS seamlessly integrate user groups and internal application access, adding functionality to everyday processes.

Modernization. Without Disruption.™

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