



BlueCross BlueShield of South Carolina Benefits from DSRAZOR Every Single Day

Information Systems Division Reports Remarkable Time Savings, More Efficient Processes

BlueCross BlueShield of South Carolina's Information Systems Division is responsible for company-wide data and network security as well as eDirectory and Active Directory (AD) account creation. Data Security Team Lead Robert Frazier has seen benefits in practically every aspect of his division since he began using DSRAZOR for eDirectory/NDS and NetWare and DSRAZOR for Windows. DSRAZOR has helped Frazier's team significantly reduce the time spent creating new accounts and generating customized reports. Visual Click Software's Customer Support staff garners high praise from BlueCross BlueShield of South Carolina for their rapid response time, personalized service, and customized applets.

Challenge: Password Correction, Employee Transfer, and Account Creation Processes Needed Streamlining

BlueCross BlueShield of South Carolina is headquartered in Columbia, South Carolina. The Information Systems Division, also known as Data Security, is based in the Columbia office. The scope of Data Security's responsibility encompasses the main office as well as a dozen offices throughout the Southeastern U.S. BlueCross BlueShield of South Carolina runs a hybrid IT environment, using both Novell's eDirectory/NDS and NetWare and Microsoft's Active Directory and Windows. It employs 17,000 Novell accounts and 62 NetWare servers as well as 17,300 AD user objects. Most users in this environment have accounts in both eDirectory/NDS and Active Directory.

As Team Lead for Data Security, it was vital for Frazier to have a product that could quickly, easily and effectively locate inactive accounts, accounts that never logged in, and expired accounts. Also crucial was his need for the capability to immediately disable or delete such accounts. Before using DSRAZOR, the process that his division used to find inactive and expired accounts or accounts that never logged in was very time consuming, and it was far from effective. This procedure involved using the native tools to pull up the dates when accounts had last been accessed, determining which accounts needed to be deleted based on those dates, and then using another interface to delete the accounts individually.

Another critical requirement for the BlueCross BlueShield of South Carolina Data Security team was a tool that could locate and resolve all account password problems in their directory services. Additionally, this IS Division needed an automatic method for processing employee transfers. Frazier also sought a tool that could generate customized, detailed reports on all of these procedures in an expedient manner.

"Before we started using DSRAZOR, this process took a lot of time."

- Robert Frazier, Team Lead, Data Security, BlueCross BlueShield of South Carolina

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- Robert Frazier

Last, but hardly least, the BlueCross BlueShield of South Carolina Data Security team needed to expedite its account creation time. According to Frazier, "Before we started using DSRAZOR, we would have to open ConsoleOne and pull up two accounts—one that had the group memberships the new account needed and the new account itself. Then, we had to compare the groups in each account, which involved manually searching in each OU until we found the groups we needed, holding down the Control key and selecting the group. This process took a lot of time." With its numerous accounts, any time saved in the process of creating individual accounts would quickly add up to enormous time savings for the Information Systems Division.

Action: Investing in DSRAZOR for eDirectory/NDS and NetWare and DSRAZOR for Windows

BlueCross BlueShield of South Carolina purchased DSRAZOR for eDirectory/NDS and NetWare in September 2001. When Robert Frazier came onboard the company's Information Systems Division in 2002, DSRAZOR was not being used on a regular basis. Robert started using the Visual Click Software (VCS) product shortly after his tenure with the division began. He reports, "I was so pleased with the results I achieved with DSRAZOR that I enlisted other people in my division to start using it as well." Now, twelve members of Frazier's team use DSRAZOR on a daily basis. So impressed was Robert's manager, Karen Price, with his team's performance using DSRAZOR for eDirectory/NDS and NetWare that in April of 2007, the Information Systems Division purchased DSRAZOR for Windows as well.

Results: Account Creation Process Cut by Two Thirds, Customer Support Exceeds Expectations

Robert Frazier says his team uses DSRAZOR every day. DSRAZOR makes swift and easy work of finding all of the inactive accounts, accounts that never logged in, and expired accounts in their directory services. Not only that—DSRAZOR quickly creates reports listing all of these accounts. Then, from the same screen, the IS Division can take immediate action, such as disabling or deleting accounts, on any accounts they deem necessary.

BlueCross BlueShield of South Carolina has found DSRAZOR particularly helpful in automating its employee transfer process. What had been a cumbersome and time-consuming procedure, DSRAZOR transformed into a straightforward, expedient process. Frazier explains: "HR sends us the employees' cost codes, the departments they are transferring from and to, and their job code changes. We use a custom DSRAZOR applet to update all the user accounts."

Frazier submitted a request to Visual Click Software Customer Support for custom DSRAZOR applets to expedite his account creation and group membership process on both eDirectory/NDS and NetWare and Active Directory accounts. In short order, Visual Click sent him exactly the solutions he needed to pattern a new user's group membership after the group membership of existing users. He explains, "They worked perfectly. Instead of having to go out to the trees or containers and find the groups manually, all the groups were listed right there in the applets. I could just select them, click the **Add** button, and the groups would be added to a user's



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- Robert Frazier

account. That saved us a lot of time. I gave the applets to other members of my IT staff, and they loved them. They still use them to this day."

When asked how much time Data Security saved by using the DSRAZOR custom applets for creating accounts and group membership instead of performing the process manually, Frazier responded, "We cut our account creation time by two thirds." He adds, "These applets helped us a great deal when we did account migrations, making it a lot easier to add groups. We have accomplished a lot using DSRAZOR."

Another handy DSRAZOR function is that of password problem correction. Frazier uses DSRAZOR to locate any accounts with password issues and correct them on the spot. DSRAZOR creates detailed, custom reports quickly and on a variety of topics—from accounts that never logged in to accounts with recently updated passwords—**and** allows you to take action on the items reported on from the same screen. These capabilities are just some of the reasons that BlueCross BlueShield of South Carolina is a satisfied Visual Click Software customer.

When asked about his experience with Visual Click Software's Customer Support staff, Frazier said that he really enjoys working with them. The fact that he knows all of our Customer Support Engineers by name speaks to the level of service he receives from them. Regarding the responsiveness of VCS Customer Support, Frazier says, "Every time I contact them, I get a response. When I call to request a custom applet, they say 'Okay, we'll take care of that.' And next thing I know, I've got it in my email inbox, or they're walking me through it on the computer. They have been really great."

In terms of turnaround time on customized applets, Robert reports that VCS Customer Support often delivers them fifteen to thirty minutes after he requests them. Frazier says that there have been numerous occasions in which he has needed to run a report in a hurry, he has called VCS Customer Support and said, "I need an applet that will help me get this kind of report together," and they have customized an applet that suits his specific requirements. Frazier continues, "Usually, if I'm under the gun, I'll call Customer Support and say, 'I need an applet that will do this.' They'll respond in about fifteen minutes. And then I'm running the applet. They have been really great when I've let them know it's urgent." Typically, Visual Click delivers custom DSRAZOR applets within one business day of a customer's request, but often, they are sent more quickly.

The Information Systems Division at BlueCross BlueShield of South Carolina has been extremely pleased with its investment in DSRAZOR. The Visual Click Software product has helped its staff to streamline many of their network management processes. The overall impact has been substantial time savings and an increase in the division's effectiveness.

About Visual Click Software

Envisioned in 1996 and incorporated in 1999, Visual Click is the leader and pioneer in visually customizable computer network security access management and reporting applications.



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Network Security Access Management: Our [patented](#) Visual Designer Technology allows for customer-specific applications to be developed in minutes rather than days, weeks or months. This powerful technology creates a new paradigm in network security access management. Previous technology either required use of overly large and complex 'consoles' that performed slowly and required product-specific training or required customized programming.

Our technology allows customers to create exactly what they need to control their network security access management without burdening the Administrator or requiring custom computer programming costs.

Network Security Reporting: Our [patented](#) Visual Designer Technology allows for customer-defined reports to be developed in minutes with very little training. This powerful technology allows the Network Administrator to focus on the important matters of securing a network. With minor customizations, each Network Security Report can simultaneously be used for Network Security Access Management. Each Network Security Report can also be used to change the Network Security issues it uncovers. This important technology solves two problems at the same time, namely, reporting about Network Security non-compliance and enforcing corporate Network Security policy.

Customer Benefits: Exceeding customer expectations is our number one goal. We know time is a resource that most IT professionals have in short supply. For this reason, our software is designed to reduce errors and minimize training costs, thereby freeing up valuable time to focus on more mission-critical tasks.

Also, so our customers can get the exact product functionality they need, we offer our Create My Solution[®] service for expert custom reports and management applets.

From simplifying user management and maintaining regulatory compliance, to preparing for migration and delegating helpdesk duties, our software empowers our customers by saving them time and money associated with managing their networked environments.

Contact Information

Toll Free: 877-902-5425
Worldwide: 512-330-0542
Email: sales@visualclick.com
Website: www.visualclick.com