



Reference Project

Clear view of the IT infrastructure and higher security with Metalac AD The whole truth about the network

Auconet BICS helps the Serbian company to solve its network management problems caused by the rapidly growing number of devices.

Network detection and visualization in real time, high scalability and vendor independence - the Serbian holding company Metalac AD had been looking for a platform for IT operation management with these characteristics and found it with Auconet BICS. As a result, internal security has been significantly improved and the company has clear visibility with a comprehensive, quickly accessible tool.

It's a graph that regularly made Slobodan Rajčić, Head of IT Support at Metalac AD, break out in a sweat: While the number of servers, switches and workstations in his company has been growing steadily and rapidly since 2002 to several hundred by now, the number of support engineers who have to take care of the functionality of all these devices has remained constantly at a low level until today: 3!

Problems inevitably result from such circumstances; it was no different at Metalac. Every day, offices or workstations change within the company. IT then has to reconfigure access switches as quickly as possible, often without changing the port description. Some low-cost devices don't even include an interface description at all. As a result, endpoint connections remain undocumented. Even if all the information from network devices is available, it takes a long time to compile it, especially with web smart switches.

Historical equipment in use

A heterogeneous, historically grown IT environment generally complicates device management. At Metalac, there are over 100 managed switches in 25 different models with six different command sets, some of them over twenty years old. Some devices don't even support command line management. There was no central monitoring of important network events (power failures, device failures, cable problems...) at Metalac. System logging is not necessarily a solution either - someone has to read the logs after all.

The result: Unauthorized devices can be connected without IT knowing about it. Many inexpensive devices do not even offer a connection protection - or if they do, it is difficult to configure. In any case, port security can only bind a device to a specific interface; company-wide approval is not possible.

"More sophisticated authentication and authorization procedures tend to be very complex," knows Slobodan Rajčić. "We were therefore looking for a simple solution for IT operations management that is nevertheless versatile enough to secure and control networks with their increasingly complex IT infrastructures."

Topological map of the IT infrastructure

With Auconet BICS, Metalac chose a network infrastructure management solution that manages devices and endpoints from all manufacturers. Network security is achieved through real-time visibility, profiling and comprehensive control over every connected endpoint. Deployed as a virtual appliance, BICS instantly identifies all 100 network devices and 1,000 endpoints at Metalac: switches, routers, printers, PCs, laptops, tablets, smartphones and even industrial devices within the infrastructure. The tool provides the IT administration department with a topological map of the company's IT infrastructure with the profiles of all manufacturers, models and versions of network and end devices.

Room for improvement in workload

Installation and initial configuration by Auconet went smoothly; around 100 remote routers (in retail) were deliberately left out. Slobodan Rajčić describes the technical support as excellent, both in terms of response time and quality. The IT team had even slightly overestimated the system requirements: BICS is designed for an even higher workload than Metalac is currently facing.

When asked about the benefits of the solution, Slobodan Rajčić enthuses about the "excellent endpoint visibility" that he and his team now enjoy. Network device or endpoint information is available within seconds, network information is updated automatically. With just a few mouse clicks, you can move from one set of information to the next, for example linking a subset of Mac addresses with their corresponding endpoints and switch boards - an extreme reduction in workload for the administration department. "It is also convenient that the solution describes all network devices with the same attributes, regardless of manufacturer or model," says the Head of IT Support. "BICS also detects and displays connections between network devices. "Unauthorized devices no longer go undetected and device security is defined at the enterprise level (as opposed to port security).

This allows for automatic defensive measures. The system is also extremely stable. Even when the solution had been running for six months, not a single restart of the BICS server was required. Metalac now has peace of mind from network problems for a very long time - and if any do occur, they know immediately where to look for the fault thanks to Auconet BICS.

"The BICS client is fast, reliable and very well designed. We tested on Windows and Mac - it works perfectly on both platforms."

Slobodan Rajčić, Head of IT Support at Metalac AD

The company

Metalac Inc. is a holding company based in Gornji Milanovac, Serbia. It was founded in 1959 and today operates as a group with 15 subsidiaries: four of them are manufacturing and nine trading companies, five operate on the local market and four abroad (Russia, Ukraine, Croatia and Montenegro). The core business of the group is the production of cookware; Metalac Posudje doo, the oldest and largest subsidiary, is one of the largest producers in this field in Europe. Metalac Inc. exports its products to 25 countries on all continents.

Facts & Figures

Year of foundation: 1959

Employees: > 2,000

Headquarters: Gornji Milanovac

President: Dragoljub Vukadinovic

Branche

Industry

Challenge

A heterogeneous network infrastructure with numerous old servers, switches and workstations, as well as new ones added every year, was increasingly posing problems for the company's IT department in terms of transparency, control and security of network operations.

Products used

Auconet BICS

Benefits of the Beta Systems solution

With Auconet BICS, Metalac has a comprehensive and quickly accessible tool with clear visibility. It has significantly improved the company's group-wide network security.

Competitive Advantage

As networks become more complex, new approaches to managing IT and OT infrastructure are needed to ensure that a company does not have to compromise on security - which has a detrimental effect on competition in the medium term. Auconet BICS puts a stop to this.

Get in touch with us!



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