

Software/IT Copy Examples

[Enline Website](#)

[NTL: Telewest](#)

[Redwood Website](#)

Enline Website

Page: Homepage

Specialist IT Solutions You Can Trust

Welcome to Enline plc, your trusted partner for market leading identity & access management systems, resilient security & infrastructure solutions and third party managed support services.

Whether you're implementing the latest identity management technology, overseeing security solutions and infrastructure systems for blue chip corporations, or managing strategic stocking of hardware and software for longstanding HP partners – you can always trust Enline to deliver what you need at the right price, whenever you need it.

Since 1985, we've served commercial clients, public sector organisations, HP resellers and third party maintenance providers with timely and competitively priced solutions.

Our innovative team is founded on unrivalled specialist experience, and our longstanding clients not only appreciate our attention to detail and professional approach, but also our ability to simplify the complex and get the job done.

We listen to what you're telling us then tailor our services to meet your precise requirements, considering the wider impact your project will have on your whole business. We're proud of a reputation built on loyalty, proven technical expertise and excellent customer service.

For more information on our identity & access management systems, security & infrastructure solutions or third party managed support services, please complete the form above or phone now on 0844 800 1985.

Page: Identity & Access Management

Innovative Access Management Solutions

If your organisation is not securely managing digital information and identities, you're leaving a critical hole in your user management systems.

Effective access management and identity management will not only future-proof your business and improve customer service, but also streamline your operations and help protect your brand.

That's not to mention the added benefits of enhanced communication with clients, partners and suppliers and compliance with relevant legislation.

Using our established Identity Connects™ methodology, Enline can successfully design, deliver and support identity and access management projects for both private and public sector organisations.

Working first with our Professional Services team to determine the most effective deployment of technology, our Technical Support team will then help your people get the most out of newly installed systems.

By implementing the complete Identity Connects™ framework from the start to finish of your project, we can assist your team in leveraging both existing technology like [SiteMinder](#), alongside newly installed solutions such as Oracle OAM to maximise your return on investment.

For more details on our identity & access management services, please complete the form on this page or call now on 0844 800 1985.

Web Access Management: Oracle or SiteMinder?

The effect of implementing new digital technologies can seem complex. On one hand they improve information sharing between employees, customers and partners, whilst on the other they can create security headaches for your technical team and clients.

That's why Enline recommends you adopt a streamlined web access management system, using centralised access control solutions such as Oracle OAM or SiteMinder as the basis for stronger fine-grained authorisation and secure single sign on.

Most web based control systems are a complex mix of individually secured applications. Such systems have user controls embedded into the application and are therefore a massive challenge to manage consistently in line with established security policies, and a frustration for developers, users and administrators.

Our centralised approach to web access management will save you time, stress and money in that we integrate all your existing user gateways, servers and applications to provide company-wide control of user authorisation using systems such as two factor authentication.

In real terms, this means your IT team is freed from the hassle of managing multiple user access accounts. Our solutions also lower development and deployment costs for new applications and help you comply with relevant information security legislation – so you benefit on all counts.

To centralise your web access management systems, please complete the form on this page or phone now on 0844 800 1985.

Two Factor Authentication

In today's more aggressive digital environment, passwords no longer suffice to secure your most sensitive information assets.

To protect your staff, customers and stakeholders from unauthorised access, Enline will assist your organisation in implementing a two factor authentication solution to minimise identity theft.

We can complement this with single sign on systems for both internal and external applications to improve user experience.

Enhancing network security by replacing outdated user passwords with a range of strong authentication options, we deploy market leading systems to simplify user access control.

Offering seamless integration with your existing identity analytics infrastructure, our straightforward but high value solution allows easy management of your key digital resources.

Releasing your IT staff to work on other, more important tasks, our centrally managed and flexible two factor system will improve the security of your entire infrastructure without creating any extra work. You'll also see the benefits to your bottom line too.

To centrally manage your secure two factor authentication network, simply complete the form above or phone now on 0844 800 1985.

Page: Single Sign On

Single Sign On Solutions

Cost-effectively managing your IT service desk when employees constantly forget their logins and passwords is no easy task.

As more password reset requests come in, end user productivity goes down while your IT people rush to restore their access. In the face of these daily problems, our enterprise single sign on solution can deliver faster and more secure access to your corporate applications.

The solution supports terminal-based, windows, java and web-based applications and can work whether connected or disconnected to your directory services or network, removing the need for users to remember multiple logins and passwords.

The use of single sign on also enables traditional Windows passwords to be replaced with stronger authentication methods, including smart cards, biometrics and many access or ID cards. Your organisation can also centrally manage user authentication, assigning various login methods, roles and access levels to different users.

So while your IT team are freed up to focus on more important tasks, saving you time and money, our single sign on solution can help your organisation to enjoy huge productivity gains, increased user efficiency and heightened security.

For further details on our single sign on solutions, please complete the form on this page or phone today on 0844 800 1985.

Enterprise Class Identity Federation

Identity federation empowers your organisation to securely link user accounts and identities across security boundaries, without the need for data store synchronisation or a central user repository.

Enline's enterprise class federated identity management system delivers a scalable and cost-effective solution for managing all your external identity connections - allowing your business to extend key applications and services to partners and customers far more easily.

Our solution supports industry standards and enables rapid deployment of new connections, including centralised management services.

Customers in both the private and public sectors have also found our systems significantly less expensive to purchase and maintain than building proprietary connections or using open source alternatives.

For your hard-worked IT team, there are many benefits to defining, developing and deploying our identity federation solution. Not only can we reduce helpdesk calls and lower administrative overheads for all Internet/SOA deployments, but also increase security by automating user account provisioning.

Federated solutions are one of the ways in which organisations look to address the challenge of single sign on for information sharing and collaboration. For internal applications, particularly in mixed application environments, enterprise single sign on provides a seamless solution.

For more information on our identity federation solutions, please complete the form on this page or call today on 0844 800 1985.

Identity Management & Provisioning

If your organisation is relying on manual processes to grant and remove user access, you're not only increasing your overheads, but will also suffer lost productivity as users wait to gain access. That's not to mention the security risks created through inconsistent system access.

Enline's identity management and provisioning service is designed to increase the operational efficiency of your organisation.

We reduce your security risk by getting new users on board faster, ease your help desk burden and ensure people cannot access systems they should not be able to.

We meet these challenges by providing innovative systems such as automated user provisioning, user self-service, approval workflows and delegated user administration, plus we'll also implement a simple user interface for creating policies and administering identities.

We use products such as OIM and FIM as appropriate to your environment and in line with your IT strategy.

Identity management and provisioning will save you administrative time and money, as your IT staff will spend far less time actively managing user information across all your various systems.

This in turn means huge productivity gains for your organisation, together with an improved level of auditability and reduced risk of users having inappropriate access to information or sharing logins.

For further details on our identity management and provisioning services, please complete the form on this page or call today on 0844 800 1985.

Identity Audit & Risk Assessment

On a daily basis, your organisation faces multiple identity and access threats from orphan and rogue accounts, uncontrolled privileged account access and entitlement creep.

Without complete visibility to better manage these security risks, it's impossible to meet compliance requirements and address potential business liabilities.

Yet managing identity data is notoriously complex, and most companies lack a comprehensive view of user access and entitlement across their IT systems.

This is further complicated by the fact that in most organisations, identity and access information is fragmented within application silos, and user populations and IT systems are dynamic and perpetuate constant change to data.

So for most businesses trying to manage digital access, the risk of non-compliance, security breaches and policy violations is high because cross-application user and entitlement mapping can't be seen.

The results of this can not only lead to non-compliance and failed audits, but also to data breaches and even fraud.

Enline's comprehensive approach means you'll easily be able to address high-risk issues within your access data.

This further enhances your identity governance capability by helping you implement a fully automated cross-enterprise compliance solution, including robust role management systems, access certification and SoD policy enforcement.

For further information on our identity audit & risk assessment solutions, please complete the form on this page or call today on 0844 800 1985.

Page name: Governance, Risk & Compliance

Governance, Risk & Compliance Solutions

Effective governance of identity analytics is crucial when streamlining your operations, yet how you secure the user information you collect is controlled by strict legislation. In this context, managing identity data can be a major drain on resources.

Enline can help your organisation to implement a governance, risk & compliance framework that will help you stay on the right side of regulations such as the PCI Data Security Standard, the Data Protection Act and the Basel II International Business Standard.

By centrally collating identity data scattered across multiple enterprise systems, we will save you time, money and any potential legal problems.

Our team will assist your IT staff in establishing a flexible identity audit infrastructure that allows you to know who has access to what, what they shouldn't have access to, and who approved the access.

We will also help you set up coherent governance controls, risk management structures and reporting requirements so you reduce any opportunities of non-compliance.

Let's face it, managing risk and compliance for identity data can be a massive burden, that's why our full professional governance service will offer complete peace of mind.

By providing better awareness of potential risk factors, developing relevant reports and certification, Enline can help your organisation to view identity analytics as a key selling point rather than a major headache.

This approach provides the bridge between the business and IT when it comes to identity and access management, as everything is displayed in business language rather than technical IT-speak.

For more information on our governance, risk & compliance services, just complete the form above or phone now on 0844 800 1985.

Page name: Role Management

Role Management Solutions

Enline can help you manage the lifecycle of user roles through definition and assignment to entitlement and certification, and provide continuous auditing and reporting for both business and IT users.

Our highly scalable role management solutions comprise a comprehensive feature set for enterprise role lifecycle management, organisation and relationship management, together with seamless integration with identity and access management applications. By using roles to abstract resources and entitlements, we enable you to define user access according to business policy.

Through a web-based interface, users across your organisation can create and manage roles, define role membership, map roles to resources and privileges – and even change the state of roles to control access, establishing a solid base for your IA & RA approach.

Our solution vastly reduces the time your busy IT staff require to determine various roles within your organisation. After these roles have been defined, integration with your access control and provisioning systems then allows permissions to be granted and denied.

For your wider organisation, we can seamlessly integrate user role membership and policy to automate and enforce user access to information, applications and systems - thereby minimising risk and adhering to regulatory compliance.

For further details of our role management solutions, please complete the form on this page or call now on 0844 800 1985.

Virtual Directory Services

As an organisation, your user identity requirements constantly evolve, so choosing an adaptable digital management platform is crucial.

Implementing an identity management programme starts with the often difficult and time-consuming step of consolidating all user-identity sources across your whole enterprise. It's within this context that Enline's virtual directory solution comes into its own.

Our solution delivers the foundation for identity-enabled business applications and the underlying enterprise identity management architecture.

Virtual directories are great time and cost savers in that they allow you to view existing enterprise information without synchronising or moving data from its current location.

This means your application deployment can be accelerated and your costs reduced by removing the need to constantly adapt applications to changing identity data stores, such as for an organisation-wide strong authentication project.

Enline's innovative virtual directory solution accelerates the deployment of new applications. Our service will also help to implement a flexible identity infrastructure that can continuously adapt to the demands of your whole business - without the need for costly IT projects that create more siloed applications and data access challenges.

For more details on our virtual directory services, please complete the form on this page or phone now on 0844 800 1985.

IT Solution Architecture, Analysis and Design

When it comes to the complexities of analysing your existing IT solution architecture, then designing, implementing and integrating new or pre-owned systems – you need to make sure your solutions provider has an experienced and pragmatic approach.

Designing and developing mission-critical identity systems is a long-term process, which will present you with numerous time, budget and resource constraints as you juggle changing stakeholder needs, technologies and system requirements.

On top of this, your new system must work effectively when deployed, and must be easy to maintain and cost-effective to upgrade.

In this context, it's no surprise that many of the world's top companies trust Enline to manage this process for them. Our 13 years of experience in delivering solution architecture services for private and public sector organisations means we are well placed to deliver real value – using initial process savings to fund each next stage of development.

Our customers know that when we take on difficult and wide-ranging architecture projects, we have the expertise to simplify the complex and get the job done to your specification.

Across the disciplines of analysis & strategy, design & architecture, implementation & integration and dedicated support services – we employ our unique Identity Connects™ methodology to ensure efficient delivery of our IT architecture solutions.

We help your organisation to prioritise your goals and prepare solid foundations for change, effectively building up your systems to quickly deliver tangible success for both you and your customers.

For further details on our IT solution, analysis, design and architecture services, please complete the form on this page or call today on 0844 800 1985.

Smart Card Physical & Logical Access Control

[Body content]

There are many ways your organisation can benefit from partnering with Enline in defining, developing and deploying a physical and logical access system.

As your business works to mitigate information theft and comply with data protection regulations, our comprehensive solution can leverage the combined power of enterprise security systems to control network access based on an employee's location, badge events, role and status.

Deactivating an employee's building access smart card when they leave the company is a common requirement, yet this critical security procedure is all too often skipped or delayed.

The integration of our access control solution means that when an individual is physically locked out, they are instantly denied network access too – both of local and remote VPN. This successfully closes security gaps that expose your organisation to the risk of malicious behaviour.

For your already stretched IT team, Enline can assist in increasing security by combining elements from both physical and logical access control systems – effectively streamlining your operations.

While in terms of your organisation, our solution can help compliance with access controls as well as automating the provisioning of users, leveraging building access and IT systems to their best effect.

For further information on our physical & logical access control solutions, please complete the form on this page or call now on 0844 800 1985.

NTL: Telewest

What we were asked to do	To unite staff and students across a newly-merged college.
Our technical solution	A cutting-edge internet telephony solution.
The benefits	Flexible telecommunications help staff to create an effective and stimulating learning environment.
What it changed	Staff have found that they work more productively, and the IT team are able to react faster to changing requirements.

Case Study

Castle College, Nottingham

Connecting staff, empowering students

When Broxtowe College and The People's College merged, the newly created Castle College became one of the largest further education institutions in the United Kingdom. But with 21 separate sites in the Nottingham area, and two separate telecommunications systems, the merger posed a real challenge.

IT staff needed a solution that would keep pace with a modern college that's going places – enabling staff and students to harness sophisticated technologies, and helping them break through learning boundaries. However, they also wanted a solution they could manage themselves – without having to call in outside help every time they needed to make a simple change.

A sophisticated IP-telephony solution from ntl:Telewest Business provided the answer. And to ensure a seamless transition, our consultants offered design and implementation expertise to make sure the college had all the support it needed – from start to finish.

Sophisticated telecommunications for a bright new future

With over 1,000 staff, 3,000 full-time students and 20,000 part-time students, newly-merged Castle College is one of the top 20 further education institutions in the United Kingdom. Our

IP-telephony solution will help staff and students to stay connected and take advantage of the latest technical innovations.

Keeping pace with change

Faced with the approaching merger, Steve Branney, Director of Resources and Infrastructure at Castle College, felt that an internet telephony solution would provide the flexibility they needed. We recommended a Cisco-based VOIP (voice over IP) solution that incorporates unified messaging and call-centre functionality, based on ntl:Telewest ether point-to-point connections.

Steve was confident that our experienced consultants would give his team the support they needed. We worked closely with Steve and his team to develop a phased implementation strategy, and first piloted the new IP-based solution at the Beeston Campus, before rolling it out to 21 Castle College sites across the greater Nottingham region.

Easy management for the freedom to be flexible

IT support staff at Castle College can now make configuration changes themselves – quickly and easily. During the merger, the new solution dramatically reduced the complexity of relocating staff. Phones were even set up to ring at both their old and new desks simultaneously – so they didn't miss any calls. "Our IT support team has marvelled at how easy it is to configure and support the solution," says Steve.

Reallocating direct-dial numbers is also quick and straightforward: for example, the IT team took just one day to allocate the 1,000 new numbers provided by ntl:Telewest Business. "Our rapport with other college staff has improved significantly because we can now respond to requests in minutes, rather than days," says Steve.

Productive working – the way you want to

Thanks to unified messaging functionality, college staff can receive voicemail messages the way they want to – through the handset or as an email attachment. Features such as caller ID and an integrated phone directory also help them to stay productive.

Advanced call centre functionality also helps the college to manage inbound calls more efficiently. Previously, all calls were answered by reception staff, which they found very disruptive – particularly during peak enrollment periods. Now for peak periods, calls to the 0845 local rate number – provided by ntl:Telewest Business – can be automatically routed to a 15-seat call centre where enquiries can be dealt with. So now, the receptionists can carry out their everyday tasks without interruptions!

What it has made possible

With almost all staff now using IP-based telephones, fixed-line rental costs have dropped dramatically. Free calls between college sites have also brought significant savings. However, Steve believes there are other cost benefits that aren't so easy to quantify. "It's hard to put a

price on how much more efficient, productive and flexible the solution allows us to be,” he comments.

Steve is excited at the possibilities offered by VOIP: “Now that we’ve established a scalable infrastructure, we’re also exploring other applications. Our senior management team is already using video conferencing, and we’re also using the handsets to display urgent messages to staff.” He feels that our consultants have made an invaluable contribution, concluding, “Our experience with ntl:Telewest Business has been 100% positive, and we will continue to value its support as we push the boundaries of what we can achieve.”

Call-out quotes:

“Our IT support team has marvelled at how easy it is to configure and support the solution.”
Steve Branney, Director of Resources and Infrastructure, Castle College

“It’s hard to put a price on how much more efficient, productive and flexible the solution allows us to be.” Steve Branney, Director of Resources and Infrastructure, Castle College

“Because the solution is so easy to manage, the college can make changes themselves. This provides more flexibility, and saves time and money.” Adrian Edwards, Account Manager,
ntl:Telewest Business

Whether you have a defined requirement for an IP-based solution, or just want to find out more about internet telephony, call us now to discuss your needs:

Redwood Website

Java EE application integration

CronacleBeans extends Cronacle to enable real-time, event-driven, straight-through asynchronous processing in an enterprise Java environment.

By automating the management and monitoring of scheduled workload for Java Enterprise Edition (Java EE) applications, organizations can establish centralized and seamless integration between strategic, legacy and new Web Services based applications.

Using CronacleBeans, customers can benefit from the scheduling and automation features currently enjoyed by users running Cronacle to control their business-critical applications, including:

- Event driven IT workload automation across all application environments
- Reduced administration and operational overheads
- Improved service level delivery
- Increased optimization of IT resource usage

SAP Application Management

By constantly updating Cronacle to ensure certification with the latest SAP releases, Redwood has, for many years, provided SAP customers with real business benefits, reduced costs and improved service levels.

Now Redwood and SAP® have joined together to develop unparalleled process automation capabilities for the entire SAP Landscape, offering SAP customers many benefits, including:

- Optimized SAP background process management
- Improved integration of processing between SAP applications
- Enhanced exception and alert management
- Integration between SAP and no-SAP application environments

For information on SAP Central Job Scheduling by Redwood, (the business process automation solution specifically aimed at SAP customers), please see our SAP resource pages[CL1] .