Mozarteum University Salzburg

Providing students and staff with the tools they need to succeed in their studies

Overview

The Mozarteum University Salzburg is one of the world's leading centers for the study of music, drama and fine arts. Established in 1841 to commemorate the 50th anniversary of the death of Austrian composer Wolfgang Amadeus Mozart, the university attracts aspiring artists from all over the world. Today, over 1,800 students and 765 employees work across nine locations in Salzburg and Innsbruck.

Challenge

For the Mozarteum University Salzburg, artistic excellence is the top priority. The university takes great pride in educating the next generation of artists, as well as supporting ground-breaking artistic and academic research.

To keep students and staff on the path to success, providing the best possible learning environment and ensuring that IT services run smoothly is crucial.

Gerald Gasperl, Network Architecture and Management at the Mozarteum University Salzburg, elaborates: "Despite specializing in

music, drama and fine arts, we're like other universities when it comes to IT. Students and staff rely on online services to communicate with each other, access and share documents, and enroll in courses.

We want to make it as convenient as possible for users to go about their studies and work. As ever more processes and documents are digitized, it's becoming increasingly important that online services are available 24 hours a day, 365 days a year."

Solution

The Mozarteum University Salzburg has been using Micro Focus and NetIQ solutions for many years to support students and staff.

NetIQ® eDirectory™ forms the basis of most services, and the university uses NetIQ Identity Manager to set up user accounts and manage permissions—ensuring that only authorized users can access relevant information and applications. Central printing and desktop services are powered by Micro Focus® iPrint combined with Canon uniFLOW software, and the Micro Focus ZENworks® Suite.

For email and calendaring, the Mozarteum University Salzburg uses Micro Focus Group-Wise®. Gerald Gasperl remarks: "Micro Focus GroupWise meets all our needs for internal and external communications, and is very user-friendly. And we know from experience just how stable it is."

"Micro Focus and NetIQ solutions underpin the central IT services for our students and staff."

GERALD GASPERL
Network Architecture and Management
Mozarteum University Salzburg

At a Glance

■ **Industry**
Education—Higher

■ **Location**
Salzburg, Austria

■ **Challenge**
How could the Mozarteum University Salzburg make it as convenient as possible for staff and students to access essential online services?

■ **Solution**
The Mozarteum University Salzburg relies on a wide range of Micro Focus and NetIQ solutions to support key university services, including login, email, software distribution, file-sharing, and printing.

■ **Results**
+ Enables students and staff to access the systems and files they need for their studies quickly and easily
+ Reduces the burden on IT support staff with self-service password reset capabilities
+ Ensures central control over user access permissions, boosting security
+ Simplifies software maintenance and endpoint management, saving time and effort

The Mozarteum University Salzburg takes advantage of the Micro Focus Secure Messaging Gateway add-on to scan inbound and outbound emails, providing an extra layer of protection against spam, viruses and other dangerous content.

The university relies on Micro Focus Filr for easy, secure file-sharing. As it builds on existing Micro Focus solutions, roll-out was fast and required little manual configuration.

To enable users to recover their central accounts quickly and easily, without the need for IT support, the university deployed NetIQ Self Service Password Reset.

"Micro Focus and NetIQ solutions underpin the central IT services for our students and staff," says Gerald Gasperl. "We have deep in-house knowledge of the product portfolio, making it very easy to manage the systems with our small team.

We've worked closely with our partners CampusLAN, ITdesign and Diethmar Rimser to expand and optimize our Micro Focus and NetIQ environment in recent years. Sales as well as technical support has been outstanding."

Results
With its Micro Focus and NetIQ solutions, the Mozarteum University Salzburg can deliver the services that students and staff need to navigate university life.

Gerald Gasperl comments: "The reliability and extensibility of NetIQ eDirectory is very impressive. The core concept implemented 25 years ago still provides a solid foundation for our online services today, without the need for complex and time-consuming migrations. When a student joins or a staff member moves department, we simply update their record and the change is synchronized across all systems. Close integration and automated processes across applications allow us to run a large environment with 2,565 users with very low administration effort."

Since the Mozarteum University Salzburg has implemented Micro Focus Filr, it has seen quick adoption amongst users. Gerald Gasperl adds: "With Micro Focus Filr, our users can work much more flexibly. Whether they are in the office, at a conference or at home, they always have rapid, secure access to their documents from any device."

He concludes: "The recent addition of NetIQ Self Service Password Reset has been a real game-changer. Now that users can reset forgotten passwords themselves, it frees up a lot of time for the IT team. We no longer need to set aside time every Monday morning to deal with dozens of password reset requests that have come in over the weekend. Most importantly, it means that users can instantly reset their passwords, access services and get on with their work."

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