CUSTOMER CASE STUDY

> “Users are authenticated biometrically before they can access SAP ERP systems via shared access kiosks. We no longer have to worry about password fraud from users at all.”

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Transnet SOC Ltd. deploys Fujitsu PalmSecure and realtime bioLock™ to ensure Biometric Identification and Access Management.

At a glance

Country: South Africa
Industry: Logistics
Founded: 1990
Website: transnet.net

Challenge

- Enable users with limited computer literacy or SAP proficiency to easily interact with systems
- Minimize training requirements
- Accommodate multi-lingual needs
- Enforce biometric authentication of all SAP data access
- Lower Maintenance costs – keep plants & depots running more efficiently

Solution

Fujitsu PalmSecure readers and the realtime bioLock biometric security software were implemented by authorized realtime partner Linx/AS Africa (Johannesburg).

Benefit

- SAP ERP data available to non-specialist users at shared kiosks
- User interface simplified to show only task-related information
- Biometrically controlled access to information prevents password sharing / fraudulent access
- Downtime reduced through avoiding time-consuming password resets

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Customer

Transnet SOC Ltd. is the largest and most crucial part of the freight logistics chain that delivers goods to each and every South African. Every day Transnet delivers thousands of tons of goods through its pipelines, and both to and from its ports. It moves that cargo on to ships for export while it unloads goods from overseas. Transnet is fully owned by the South African government but operates as a corporate entity aimed at both supporting and contributing to the country's freight logistics network.

Products and services

- Fujitsu PalmSecure
- realtime bioLock™

Challenge

Transnet Engineering is a division of Transnet SOC Ltd. and has to supply the company. SAP Enterprise Asset Management (EAM) is the optimal lifecycle management solution of the physical assets of an organization. It covers subjects including the design, construction, commissioning, operations, maintenance and decommissioning/replacement of plant, equipment and facilities. Owning seven factories, 150 depots with 1 4,500 employees, Transnet Engineering annually manages over 11,000 wagons, 150 locomotives, 500 coaches and 52,000 wheels in its asset management system.

A major initiative called Project 1064 is now in process, whose purpose is a major fleet renewal of railway locomotives serving South Africa. A purchase of 1,064 locomotives from four OEMs entails assembly of the majority of components (55% local content) in South Africa to support the economy. Transnet Engineering (part of Transnet SOC) plays a major role in the project, building auxiliary cabs, traction motors, platforms and more. The major objective for the system improvement is securing the SAP ERP Plant Maintenance and Production Planning modules and shop-floor processes in diverse locations using shared devices:

- Securing access to scheduling, planning, BOM, maintenance
- Prevent unauthorized access to SAP data at shared kiosks via biometrics
- Improve efficiency, lower downtime and maintenance costs
- Increase accountability
- Reduce shrinkage

Solution

Shop floor kiosks are installed in the factories and depots, delivering SAP EAM functions through a simple and easy to use ATM-like graphical user interface (GUI) to enable and empower shop floor operations and maintenance personnel to quickly respond and react to events that require maintenance support. The Fujitsu palm vein sensor is embedded in the kiosk. Fujitsu PalmSecure and bioLock are used in the SAP ERP system to control and monitor the transactions. The following functions and steps are implemented:

- Biometric Identification and Access Management (IAM)
- Equipment:
    - View and Change PM Notifications
- Notifications:
    - Create and Change Maintenance Requests
    - Assign Artisans to Tasks
    - Add Tasks
    - Add Comments/Notes
    - Test & Sign-off for Closing
    - Reopen/Close Notifications
- Work Orders:
    - Create
    - Assign Spares
    - Create Purchase Orders
    - Schedule Confirmation
- Kiosk Features:
    - Touch Screen with keyboard / mouse
    - On-demand A4 printing at kiosks
    - Barcode Scanning
    - Biometric User Identification Device

Benefit

- Age-independent, highly individualized vein structure
- Biometric feature concealed in the body
- Impervious to dirt, moisture, and superficial injuries to the hand
- Extremely exact and forgery-proof
- Error rate of 0.00001% (FAR, or access granted to an unauthorized person) or 0.01% (FRR, or access denied to an authorized person)
- User privacy ensured, no law enforcement data sharing
- System accesses or attempted violations are logged

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