

# Strengthening Information Security with Fastman Permissions Manager

Client overview | WEL Networks – Power Distribution



WEL Networks Ltd is an innovative power infrastructure provider distributing electricity from the national grid to over 160,000 people across New Zealand's North Island. Based in Hamilton, the company employs around 350 staff, ranging from live line mechanics, fault technicians, and technical planners to in-house health and safety professionals, accountants, and HR specialists. Since 2012, WEL Networks has used OpenText™ Content Management as a central repository for their business-critical information. Over time, the system has become essential for managing asset-related content, job pack creation and scanning, revenue management, and HR documentation.

*"We needed to maintain a high level of document control."*

Tina Willetts, Information Advisor — WEL Networks

## >> When growth brings complexity

As adoption of Content Management grew, so did the complexity of their environment. Users were frequently added or removed from roles, while permissions were regularly modified from their defaults. Over time, it became increasingly difficult to determine who had access to what.

*"Not only did we need to maintain our existing control, we needed to enhance document and folder security," said Tina Willetts. "We were losing track of changes to permissions, and there were so many clicks involved in understanding what security had been applied to an item."*

This lack of visibility created a potential risk to the business - one WEL Networks could not afford to ignore.

## >> Finding the right Partner in Information Management

WEL Networks discovered Fastman during a regional OpenText™ event, where a demonstration of **Permissions Manager** showed how it could simplify access control and reduce risk.

*"We were impressed with the professionalism and speed in which Fastman responded to our queries, and we were very quickly convinced that the product and vendor were a good choice."*

Tina Willetts, Information Advisor — WEL Networks

By implementing Permissions Manager, WEL Networks streamlined permissions administration across their Content Management environment. IT administrators could now spend less time on manual security checks and more time supporting the business.

In addition, Fastman helped WEL Networks design custom WebReports to track changes to permissions and identify items owned by deleted users—further strengthening governance and control.



## Safer information, smarter operations



### Reduced administrative effort

Managing permissions now requires far less time and manual work.



### Increased security and control

Detailed visibility of user and group permissions ensures content is properly protected.



### Reduced risk of errors and leakage

Clearer oversight leaves less room for mistakes.



### Greater confidence in Content Management

Governance processes are easier to monitor and maintain.

*"We feel like our information is safer because we are more easily able to understand the security setup and have more effective control over its use. It leaves less room for error."*

Tina Willetts, Information Advisor — WEL Networks

## A trusted relationship for the future

WEL Networks' roll-out of Permissions Manager has been a success, significantly reducing risk and restoring confidence in their Content Management solution.

*"We found the introduction of Permissions Manager to be seamless and intuitive. We have had no issues with the tool and have been very satisfied with our experience dealing with Fastman. In fact, they are now our contracted Content Management support provider."*

Tina Willetts, Information Advisor — WEL Networks