

# SUCCESS STORY

## Identities in Higher Education Prove to be a RAPiD Success

*Looking to move to a current, stable, and supported identity management (IDM) environment, a major research University in Kansas, recently leveraged Identity Automation's RAPiDiDENTiTY methodology to implement a complete IDM solution.*

### INDUSTRY

- Higher Education

### LOCATION

- United States

### USER BASE

- 35,000

### SOLUTION

- RAPiDiDENTiTY

### BENEFITS

- Automated Provisioning  
- 90% Reduction in Manual Processes

### OVERVIEW

Recently, the IT Management of a large state University in Kansas, was forced to come to grips with a problem that faces many technology departments in higher education, in-house development. In no other field with the exception of the software industry is in-house development viewed as a primary solution to technology issues. The presumed advantage to internal development is low cost, and, in a college environment, use as a teaching tool; where grad students can work on a project with real application. The inherent problem with self-sourced solutions is the lack of consistent, sustainable and effective support. Grad students will graduate and professors will move on, leaving the support staff with only cursory knowledge about the solution left in the wake of those who have departed. After years of struggle to support their current solution and driven by the need to update their systems capability, the IT Leadership chose to implement a commercial, and therefore, supportable solution.

### CONCERN

From the beginning, the organization knew the implementation process would be time consuming given the complexity of their needs. The sys-

tem involved no less than seven authoritative sources, including three HRMS pools, campus housing, orientation systems for both freshman students and new hires, and the ID card control software. Each of these systems was partially bound to a student ID number, and would attempt to grant downstream access to network resources. With these factors in mind the project time line was set at 18 months from inception to delivery, their time estimate was confirmed as major IDM vendors returned their quotes, each requiring 12 to 15 months for delivery, with one exception: Identity Automation. With the given scope of work, Identity Automation was able to quote and deliver a fully functional IDM solution in six months.

"The advertised time line was preferable, however, we were taking any estimate with a grain of salt because there were so many unknowns", states Dustin Brown, the IT Systems Development Manager at the University, "But ultimately", he later stated, "Troy Moreland's (CTO, Identity Automation) technical expertise won us over, rather than state his product could do something, he (Mr. Moreland) developed demo's to show how their product would do it."



IDENTITY, DATA AND ACCESS MANAGEMENT SPECIALISTS

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### BENEFITS

- Compliance assurance
- Process automation
- Improved service levels
- Cost reduction
- Reduced risk

### OUR VALUES

- Trustworthiness
- Respect
- Stewardship
- Perspective
- Service

### DIFFERENTIATORS

- Rapid Implementation
- Rapid ROI
- Simple to use
- Affordable

### SOLUTION

The disparity in completion time between Identity Automation and every other vendor on the market is due to Identity Automation's development and adoption of a solution they have aptly named, RAPiDiDENTiTY. RAPiDiDENTiTY is a Rapid Deployment Methodology, which has dramatically reduced implementation time by developing configurable drivers that interface with a majority of the most common software applications that organizations look to integrate. By utilizing preexisting connections, Identity Automation is able to reduce the assessment period substantially and thus concentrate on the systems that do not already have a baseline configuration profile. In the case of the State University both directory services programs and a number of hosted applications already had configuration profiles. In addition, RAPiDiDENTiTY's support for text exchanges allowed for an immediate connection to some of the University's HRM systems.

Identity Automation's ability to bypass the standard process of assessing each system individually, allows their system architects to focus on the systems that require custom connection solutions much earlier in the project cycle. This in turn accelerates each step, from testing and training, to implementation, and most importantly the go-live, after which benefits can be realized. Identity Automation completed the design of the solution in four short months. The testing, training, and deployment of the solution filled the last two months of the time line.

### BENEFIT

The IT staff at the University saw immediate benefits in both process automation and manual process reduction. The old system took days to insert and provision a new user, with each step pausing until a nightly upload completed before it would be pushed to the next stage in the process. With RAPiDiDENTiTY in place, full provisioning of a new user was immediate upon the user entering the organization. A significant benefit was a 90% reduction in the number of users that required manual touch-points in the provisioning process. Finally, manual deprovisioning of a user account in the case of a security breach or a change of employment or registration status could be accomplished with a single click, rather than a five hour process to remove the user from each system that they were tied to.

Benefits of an efficient IDM solution cannot be measured until the system is in place; RAPiDiDENTiTY starts the realization of those benefits in a fraction of the time of traditional implementations. The acceleration of delivery immediately reduces the time an organization needs to realize Return on Investment. After the cost of the solution is absorbed in the new efficiency, RAPiDiDENTiTY will continue to provide cost benefits in reduced staff hours required for maintenance of the environment, and the ability to leverage that staff to other projects.



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