



## **AD Account Lifecycle Management: Six Success Stories**

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Learn how six organizations around the world use One Identity Active Roles to streamline, automate and secure their provisioning processes in Active Directory and Azure AD

Survival in today's fast-paced world requires organizations to successfully **navigate unprecedented- and sometimes unpredicted-change** while maintaining business continuity. That's not easy, and the need to respond accurately and securely complicates things even further.

Whether they're facing a pivotal moment or carrying on business as usual, the truth is that most organizations already struggle with managing AD. The everyday rigors of managing access requests, ensuring security, controlling administrative access and more are intimidating enough and can quickly become overwhelming. When organizations need to perform these responsibilities while simultaneously navigating change, it can lead to disaster. Inefficiencies drain money and energy, while errors stack up and go undetected, creating fissures that, over time, will have a negative impact on a business.

To succeed, modern organizations require properly tuned AD lifecycle management. They need a partner to help them strengthen their capabilities and take control of their future while ensuring safety, consistency, and ultimately, success. No one does this better than One Identity.

**Learn how six organizations use One Identity Active Roles to smoothly and confidently handle change even when it's abrupt.**

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## THE GEORGE WASHINGTON UNIVERSITY

WASHINGTON, DC

### Customer Profile

**Company:** The George Washington University

**Industry:** Education

**Country:** United States

**Employees:** 6,500

**Students:** 26,000

**Solution:** One Identity Active Roles

**Partner:** XMS Solutions



“Active Roles is a powerful tool that reduces risk by giving us stronger security, more clarity and visibility, and automatic provisioning. It gives us a solid identity and access management foundation we can really build on.”

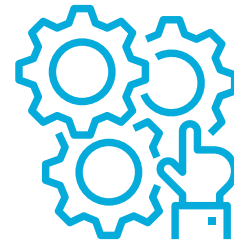
**Becky Phares, IAM Senior Business Analyst,  
The George Washington University**

## Streamlining account lifecycle management and supporting an Active Directory centralization initiative

The George Washington University simplifies and automates identity and access management for over 26,000 students

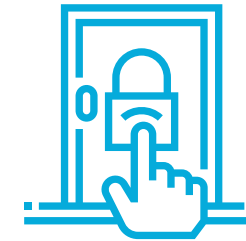
### Today, The George Washington University ...

uses One Identity Active Roles to simplify user account management, provision new users with the right access and automate user and group management tasks. The University also sets the foundation for future AD initiatives. **The George Washington University achieves this by:**



#### Increasing efficiency with automation

- With automated account lifecycle management for thousands of students, faculty and staff, the university saves significant time and effort.
- Simplified, automated account administration has eliminated most of the failed tasks that were common with the previous identity management platform.



#### Streamlining the right processes

- Unlike the complex web of systems used before, the university has a single, unified tool that streamlines user and group management tasks in hybrid Active Directory environments.
- Students, staff and faculty quickly receive the right access, providing a better experience for everyone; including lightening IT's burden.



#### Adapting to change, securely

- Users can change passwords faster and more securely as reset time is cut from 10 minutes to near-real time.
- The University establishes a solid foundation for the future deployment of a larger-scale identity platform.



**Customer Profile**

**Company:** Danish Refugee Council

**Industry:** Nonprofit

**Country:** Denmark

**Employees:** 7,000

**Solution:** One Identity Active Roles



“New users are provisioned almost instantly now that we use Active Roles. This is much faster than the two to three days it used to take.”

**Michael Schjøtt, Senior Microsoft System Administrator, Danish Refugee Council**

## Protecting the data of refugees, increasing efficiency and standardizing AD management

The Danish Refugee Council increases security, reduces costs and automates workflows with Active Roles

### Today, the Danish Refugee Council ...

has boosted efficiency levels, saving it at least 10,000 hours of manual effort annually. In addition to standardized and automated identity workflows, the non-profit now has increased control and improved insight over system access. It can also immediately and accurately provision access. **The Danish Refugee Council achieves this by:**



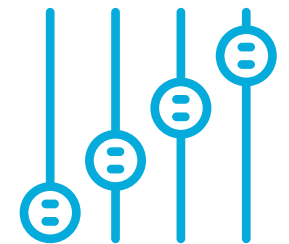
#### Increasing efficiency with automation

- Automatic provisioning means the Danish Refugee Council can set up new users in an hour.
- With increased staff efficiency and boosted savings, the council saved at least 10,000 hours of manual effort annually.



#### Streamlining the right processes

- Processes are clear and fast to follow with established user templates and automated workflows, which now govern access for 7,000 global employees.



#### Adapting to change, securely

- The non-profit benefits from increased control and insight over system access as well as simplified regulatory compliance.
- The Danish Refugee Council achieved immediate and accurate provisioning processes.



EDMONTON  
CATHOLIC SCHOOLS

**Customer Profile**

**Company:** Edmonton Catholic School District

**Industry:** K-12 Education

**Country:** Canada

**Employees:** 5,000

**Students:** 43,000

**Solution:** One Identity Active Roles, One Identity Password Manager

## Slashing provisioning grants access from days to 1 hour with automation

The Edmonton Catholic School District ensures 43,000 students and 5,000 employees have fast, secure access to hybrid-cloud resources

### Today, Edmonton Catholic School District ...

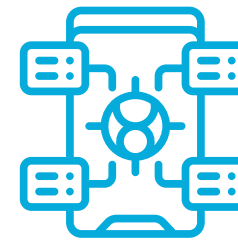
Can grant staff and students almost instantaneous access to diverse digital resources while maintaining security, regulatory and budget requirements. With One Identity Active Roles, the school district also boosts efficiency and improves users' experience.

### Edmonton Catholic School District achieves this by:



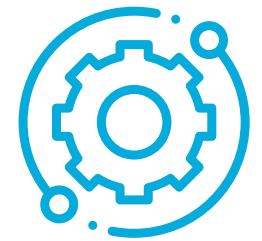
#### Increasing efficiency with automation

- The school district has standardized and automated its provisioning, deprovisioning and password-management, including the yearly deprovisioning of more than 6,000 accounts when students graduate.



#### Streamlining the right processes

- Today, instead of IT staff having to manage multiple accounts for each user, everyone has one identity, which is based on their profile or role in the district's human resources and student information systems. This drives both IT and user satisfaction.



#### Adapting to change, securely

- As soon as changes are made to the school district's central systems, they're automatically reflected in its Active Directory, boosting security.
- New accounts automatically have the right security in place, including a default password, which users can independently reset.

"There are always exceptions to automated processes. With Active Roles, we can empower people such as teachers and administrators to manage exceptions in a consistent way that meets our security requirements."

**Trevor Smith, IT Enterprise Network Analyst,  
Edmonton Catholic School District**



**Customer Profile**

**Company:** Trillium Lakelands District School Board

**Industry:** Education

**Country:** Canada

**Solution:** One Identity Active Roles, One Identity Password Manager

**Partner:** Setka Solutions

# Providing consistent, automated identity and access management for 17,000 students

Trillium Lakelands District School Board improves reliability around identity and access management while reducing manual processes.

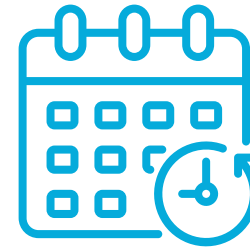
## Today, Trillium Lakelands District School Board ...

has greater accuracy, efficiency and consistency in its identity and access management practices for student accounts. The school board's lean IT team saves an FTE and accomplishes more with scarce resources. **Trillium Lakelands District School Board achieves this by:**



### Increasing efficiency with automation

- The school board now has consistent, automated identity and access management for its 17,000 students.
- Increased IT efficiencies have resulted in substantial cost savings for the school board. For example, previously almost a quarter of help desk calls were related to access and password issues, which are now automated.



### Streamlining the right processes

- With provisioning time reduced from weeks to days, users get faster access and the experience of teachers, students and IT has improved.
- The school board reduces administrative budget and workloads with Active Roles.



### Adapting to change, securely

- The school board can securely provide a leading learning environment, which requires powerful applications and student devices.
- As students change grades and buildings, they automatically and securely receive the right access to applications and learning tools.

“Without Active Roles, we would have to dedicate at least one full-time position to managing student identities and retooling them with the right access privileges at each grade change.”

**Tad Hawkins, Computer Technology Manager, Trillium Lakelands District School Board**



### Customer Profile

**Company:** Transavia

**Industry:** Aviation

**Country:** The Netherlands

**Solution:** One Identity Active Roles,  
One Identity Services



“Active Roles was a great fit for our business. When a new person starts, their mailbox is there, the account is there, and basic rights are all there. They can get working straightaway.”

**Anders Kok, Service Delivery Manager, Transavia**

## Automatically onboarding hundreds of additional staff, safely

Transavia can now quickly and securely onboard 400 additional staff every summer

### Today, Transavia ...

saves up to 10 minutes per user and ensures virtually error-free onboarding with Active Roles. Just as importantly, the solution has scaled with the customer and supported quality improvements while delivering consistency, security and efficiency. **Transavia achieves this by:**



#### Increasing efficiency with automation

- The airline now automates between 1,500 and 2,000 changes to user roles each year, which has saved one or two FTE.
- Automation has reduced the airline's rate of errors from 20-30 percent to close to zero, having a profound impact on end user satisfaction.



#### Streamlining the right processes

- Defined workflows allow the airline to automate the creation, modification, and removal of user accounts across their hybrid AD environment.
- More consistent and accurate account processing has led to an increase in workforce productivity.



#### Adapting to change, securely

- By bringing consistency to its procedures, the airline has gained security and efficiency.
- Beyond gaining a scalable solution for its busy periods and a simplified move to the cloud, the airline now has a foundation for future growth.



#### Customer Profile

**Company:** JYSK Nordic

**Industry:** Retail

**Country:** Denmark

**Employees:** 10,000+

**Solution:** One Identity Active Roles

“Active Roles made everything much easier for us and for the service center – and even more so for the users out there.”

**Michael Gorm Jensen, System Administrator  
IT Server Operations, JYSK Nordic**

## Streamlining a complex AD infrastructure with 10,000 users across 19 countries

JYSK immediately realized ROI with Active Roles through the delivery of enhanced management and tighter controls

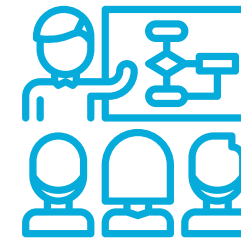
### Today, JYSK ...

has standardization that virtually eliminates AD issues. With simplified provisioning and stronger controls, approval workflows are streamlined and the retailer is more efficient. **JYSK achieves this by:**



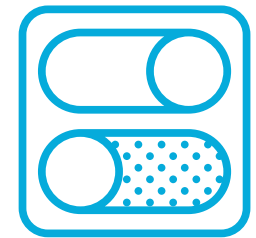
#### Increasing efficiency with automation

- Automation has improved JYSK’s accuracy, resulting in reduced call volumes to the retailer’s service center.
- JYSK’s four-person staff can easily manage a 450-server environment with the support of automation.



#### Streamlining the right processes

- As the retailer grows, it has a scalable solution that offers standardization across its 1,000+ stores.
- JYSK has simple processes that can be easily repeated across countries, bringing a whole new level of efficiency to user and domain admin access.



#### Adapting to change, securely

- Despite a far-flung AD infrastructure, the retailer now has the ability to manage it with ease and increased control.
- Standardized workflows improve security by ensuring the appropriate approvals before a requestor has the requested access.



## ROI Calculator for Automated AD Account Lifecycle Management

How long does it take your organization to fully provision a new employee with access to all the systems they need to be productive in their role? Get a sense of how much time and money you could save with One Identity Active Roles managing account lifecycle in Active Directory. Imagine the additional savings if the same tool could expand traditional platforms (UNIX, Linux, Mac) and SaaS apps.

[Use Our ROI Calculator Here >](#)





Learn more about how you can get One Identity Active Roles.

**[ONEIDENTITY.COM](https://www.oneidentity.com)**