An education in access control

Nottingham Trent University streamlines identity management and gives staff and students more control while optimising IT resources

Key Facts

Company
Nottingham Trent University

Industry
Higher education

Country
United Kingdom

Employees
3,500 staff; 30,000 students

Website
www.ntu.ac.uk

Challenges

Nottingham Trent University needed to move away from its legacy identity management solution to improve services to students and staff, as well as reduce costs.

Results

- Streamlines access management across more than 50 different employee roles

- Improves student experience with instant access to required applications

- Enables staff and students to reset their own passwords, saving them time

- Reduces IT resourcing for identity management by 66 per cent

Products

Identity Manager

Access control at major universities is complex. They have to manage the digital identities of thousands of students and staff. What's more, individuals will be assigned to bundles of applications relevant to their course or job role. In the case of Nottingham Trent University, there are more than 50 different user groups for staff alone. The university – recognised as a leading institution of its type, not just in the U.K., but also worldwide – receives students from across the globe who are attracted by its teaching reputation and facilities.

Resource-intensive manual processes cause inefficiencies

In light of the challenges around identity management, stakeholders wanted to improve the security and efficiency of existing processes, which were largely manual.Amanda Ferguson, Infrastructure Service Manager at Nottingham Trent University, says: "The system we had in place had evolved over time and was resource intensive. There were lots of repetitive manual tasks, staff and students would call the service desk multiple times to get access to what they needed."

ONE IDENTITY

> "We're **transforming** student experiences of university life with **Identity Manager.** They get access to what they need on the day they need it. There's no more waiting around."

Amanda Ferguson, Infrastructure Service Manager,
Nottingham Trent University

She adds: "Because of the work-loads and complexity around identity management, it was challenging to keep on top of deprovisioning. For instance, in our student records system, we had 600 registered users when it should have contained no more than around 300."

University selects a solution with short- and long-term advantages

Stakeholders at the university turned to One Identity. Ferguson says: "We already knew that Identity Manager was a market leader because of its out-of the box functionality. Other IAM solutions are generally complex, but with Identity Manager, we could see quick wins and long-term benefits."

Collaboration streamlines deployment lowering cost

The university deployed Identity Manager with the support of One Identity partner Intragen. Colin Miles, Professional Services Manager at Intragen says: "Intragen and Nottingham Trent University developed a close working relationship during the project. We ensured that the university was actively involved in the development and testing of key system integrations and gained a deep knowledge of all One Identity Manager.

"The university used Intragen's Deployment Manager and methodology to establish a fully functioning identity system. This enabled NTU to deliver a fully functioning identity system in a shorter timeframe, which reduced costs whilst assuring a seamless deployment to production."

Fool-proof de-provisioning procedures enhance security

The university deployed Identity Manager with the support of One Identity partner Intragen. Todate, Ferguson and her team have integrated all student accounts into Identity Manager, and they aim to finish integrating all staff accounts in the coming six to eight months. Ferguson says: "We have been able to fool-proof our de-provisioning processes so that as soon as students graduate, their access is frozen. That user account can then be reactivated at any time if the student returns."

Instant access to applications improves student experience

Today, new students to the university also get faster authorisation for the library as well as quicker access to email and other applications. In fact, accounts are created at the point of enrolment so email is available as soon as students arrive at the university. "We're transforming student experiences of university life with Identity Manager. They get access to what they need on the day they need it. There's no more waiting around," says Ferguson.

About One Identity

The One Identity family of identity and access management (IAM) solutions, offers IAM for the real world including business-centric, modular and integrated, and future-ready solutions for identity governance, access management, and privileged management.

Learn more: OneIdentity.com

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