

Spanish university improves IT efficiency by 60 percent

The Universidad Europea de Madrid automates Active Directory management with solutions from One Identity

Key Facts

Company

Universidad Europea de Madrid

Industry

Higher Education

Country

Spain

Website

www.uem.es/en

Challenges

The Universidad Europea de Madrid is growing rapidly, and therefore could no longer afford to continue relying on time-consuming and error-prone manual processes to manage its Active Directory.

Results

- Reduced IT team's workload and increased productivity by 60 percent
- 50 percent increase in time saved
- 10 percent increase in reliability of AD uploads
- Reduced human errors by 35 percent

Products

Active Roles

Password Manager

The Universidad Europea de Madrid, a leader in private higher education in Spain, is an innovative, prestigious institution with more than 16,000 students. Optimal management of its IT systems is critical for maintaining the quality and success of its courses. For effective, automated tools to manage Microsoft® Active Directory®, the university turned to One Identity.

Managing AD manually is complex and time-consuming

The Universidad Europea de Madrid is one of the largest higher education institutions in Spain. The university had been relying on manual provisioning processes to manage accounts in Active Directory (AD), but with the significant growth of the university over recent years, continuing to use those manual processes was no longer practical. In fact, managing AD had become one of IT's most complex and time-consuming activities.



“The solution has provided the university with a system that 100 percent controls any tasks carried out on Active Directory, thanks to its detailed **auditing functions.**”

Roberto Peralta, Business Partner Faculty Support

The university recognized that it needed to automate user account management and to better manage, report on and recover AD. It also needed a tool to manage password changes more efficiently.

“We realised that the management of the lifecycle of user accounts on Active Directory needed to be more efficient, and to achieve this goal we had to automate provisioning and deprovisioning,” stated Roberto Peralta, Business Partner Faculty Support at the Universidad Europea de Madrid. “This would save time and avoid errors, lightening the workload of systems administrators.”

One Identity solutions automate a wide range of AD management tasks

The Universidad Europea de Madrid researched the tools currently available on the market. After careful evaluation, the university selected a set of AD management tools from One Identity and Quest Software:

- Active Roles and Quest Software solves security issues and meets never-ending compliance

requirements by securing and protecting Active Directory simply and efficiently. By delivering automated tools for user and group management and Active Directory delegation, Active Roles overcomes the native shortcomings of Active Directory.

- ChangeAuditor for Active Directory proactively tracks, audits, reports and alerts on vital configuration changes—in real time and without the overhead of native auditing.
- Recovery Manager for Active Directory recovers data from AD when it has been eliminated accidentally or modified incorrectly, in a matter of minutes rather than hours.
- Reporter collects, stores and reports on data from Windows servers and Active Directory.
- The Active Roles Synchronization Service synchronizes identity data (users, groups and supporting data for roles) enterprise-wide to support a unified and intelligent approach to identity and access management.

“We opted for Active Directory management solutions as they suit the university’s needs best, delivering excellent integration and the right level of efficiency and reliability to meet our demanding professional needs,” explained Peralta. “Plus One Identity offers very competitive prices and has extensive experience in this market.”

Automating AD management tasks reduces human error

The use of Active Roles, ChangeAuditor for AD, Recovery Manager for AD and Reporter has enabled the Universidad Europea de Madrid to reduce the time required for upload processes for students and employees, which previously had to be done manually, accompanied by the rate of human error associated with manual tasks. Now every night it performs error-free replication automatically, obtaining a 35 percent reduction in human errors.

IT efficiency improves by 60 percent

Using these solutions has led to a 50 percent increase in time saved for IT staff and increased productivity in this department by 60 percent. Moreover, the increase in reliability of the data uploaded is essential for the daily development of everyday tasks.

Performance and auditing were enhanced

In addition, the solutions optimised performance levels by detecting problems in real time and helping to quickly resolve replication, performance and availability events “The solution has provided the university with a system that 100 percent controls any tasks carried out on AD, thanks to its detailed auditing functions,” states Peralta.

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