Key Facts

Company
Sundbybergs Stad

Industry
Local Government

Country
Sweden

Employees
2,500 employees; 4,500 students

Website
www.sundbyberg.se

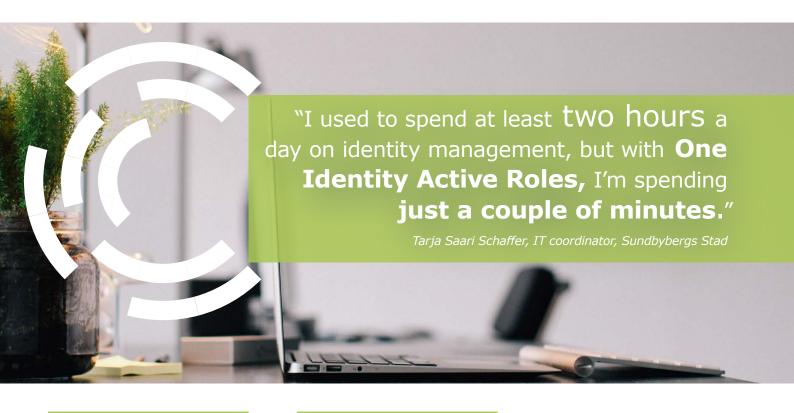# Automating critical Active Directory changes

Sundbybergs Stad reduces management time of users and groups in Active Directory from two hours to just minutes a day

IT administrators often rely on native tools in Active Directory (AD) to handle change requests for users and groups. And for many administrators, keeping pace with those requests is a constant challenge.

Administrators at the Sundbybergs Stad in central Sweden were all too familiar with the issue of request management. They spent long hours, often during holiday periods, making sure employee and student accounts at the municipality's schools had been correctly changed or terminated as required. It was a struggle to meet everyone's needs. Says Tarja Saari Schaffer, IT coordinator at Sundbybergs Stad, "It regularly took a couple of days for changes to be made. A new starter, for example, would have to wait at least 48 hours for an email account to be set up. And I was spending around two hours a day managing our AD."

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> "I used to spend at least **two hours** a day on identity management, but with **One Identity Active Roles,** I'm spending **just a couple of minutes.**"
>
> *Tarja Saari Schaffer, IT coordinator, Sundbybergs Stad*

When native tools are not enough

Only Schaffer was able to use the legacy system for administering AD. It was based on a complex XML structure that had evolved over time. What was in place was error prone and lacked management features to automate processes around new starters, leavers and re-hires. "There were security risks because of the manual nature of the solution," says Schaffer.

A simple, extensible solution

Sundbybergs Stad looked for an AD administration system that ensured employees and employee groups had access to the right systems at the right time. Comments Schaffer, "We looked at products, including Microsoft Forefront Identity Manager , but found that Active Roles delivered what we needed." For Schaffer and her team, it was the simplicity of the solution that made it their choice. "We also found Active Roles to be very extensible," adds Schaffer.

The support of experts

Sundbybergs Stad worked with Advania, a leading provider of IT services in Sweden, to implement Active Roles. Comments Schaffer, "The deployment went well, which in large part was down to all the planning we did. We didn't take a big-bang approach, but rolled out the solution gradually, working with all stakeholders."

AD change management in minutes not hours

Today, Sundbybergs Stad can make changes to users and user groups in AD in minutes. Plus, Schaffer and her team no longer have to work during holidays to catch up with backlogs of change requests. "I used to spend at least two hours a day on identity management, but with Active Roles, I'm spending just a couple of minutes," says Schaffer.

Better support, greater productivity

Employees and pupils can see changes made to their permissions the same day a request is submitted. For municipality workers, it's helping to boost productivity and work satisfaction. "New starters receive permissions and email accounts on their first day using Active Roles," comments Schaffer.

Greater security over access

The municipality has eliminated errors by streamlining approval policies and automating changes in AD. In turn, this makes it easier for stakeholders to gain an accurate picture of who has access to what systems at any one time. Says Schaffer, "Our identity and access management procedures are now much more secure with Active Roles, making auditing much easier."

About One Identity

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