

College makes users happy without sacrificing security

St. Clair College provisions user access in hours instead of weeks, greatly improving user satisfaction

Key Facts

Company

St. Clair College

Industry

Educational Services

Country

Canada

Employees

1,200

Website

www.stclaircollege.ca

Challenges

St. Clair College sought to overcome inefficient account setup and poor user empowerment, as well as provide students and faculty with secure, convenient and comprehensive access.

Results

- Cuts account creation and provisioning time to 24 hours or less, instead of weeks
- Simplifies password management
- Improves user satisfaction and productivity by enabling user self-service

Solutions


Cloud Access Manager

Identity Manager

Password Manager

The small IT team at St. Clair College in Windsor, Ontario, supports a large user community. Close to 20,000 full- and part-time students as well as about 1,200 faculty and staff rely on their colleagues in IT for easy, anytime access to applications. Amar Singh, Associate Vice President of Communications and IT at St. Clair College, says, "In IT, we handle an enormous workload with just a few people. We always look for efficiencies to help us provide excellent service with easy-to-use technology that allows user self-service."

At St. Clair, identity and access management (IAM) was inefficient, requiring multiple user names and passwords to provision accounts and applications. While all students need the same access to applications, employee requirements vary. According to Singh, "We wrote batch scripts to provision student accounts, but, with thousands of lines of code, they became difficult



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Amar Singh, Associate Vice President of Communications and IT, St. Clair College

to troubleshoot. We lacked issue logging and reporting. For onboarding employees and faculty, we depended on an often delayed paper request form from HR or a manager. For six weeks at the beginning of every fall semester and three weeks at the start of every winter semester, IT was busy doing not much more than setting up and provisioning accounts.”

High value meets low cost and complexity

For years, St. Clair College looked for an IAM solution but did not see a reason to act until learning more about One Identity. “One Identity offered the best combination of affordable cost, high ease of use and minimal complexity in operating and maintaining the solution,” says Singh. “It also came with prebuilt integrations into Office 365 and other applications, saving us the work of creating them.” The college implemented Identity Manager, Cloud Access Manager and Password Manager from the One Identity solution suite.

Fast, automated account setup

Using Identity Manager, Singh and his team automated the lion’s share of account creation and provisioning tasks. They standardized provisioning because all user groups need the same “birthright” access to Office 365, email and the Blackboard learning system. Today, IT mostly handles exceptions and specialized requirements. Singh says, “As soon as a record is created in the HR system, an automatic integration with Identity Manager prompts the automated setup of an account. Identity Manager performs birthright provisioning and sends notifications with user names and passwords. Now, new users can access accounts within 24 hours, not weeks. We save the time and expense of teams taking three to six weeks to create accounts.”

Simple, self-service password management

Each student and employee now has just one password and

user name, not multiples. The college’s help desk receives a fraction of the calls it used to get. Password Manager, a component of Identity Manager, lets users handle password resets and similar concerns on their own. “Once users see what they can do, they gladly adopt the self-service capabilities for passwords and technical issues,” says Singh. “As a result, IT service levels have greatly improved.”

Secure intranet access from anywhere

College faculty and employees no longer have to be onsite or use a virtual private network (VPN) connection to reach the institution’s systems. Singh notes, “Through Cloud Access Manager, we can securely and conveniently get to the intranet, Office 365, OneDrive and other applications. The solution will become even more useful when we extend it to our ERP and other systems.”

Audits made easy

St. Clair College's IT department is subject to the same annual third-party audits as the St. Clair College Finance team. "Auditors are happy with the transparency of our IAM technology and practices," says Singh. "It only takes a moment to see who can access a system or the access rights of an account."

Cross-college process optimizations

IT team members have more time to support St. Clair College's educational mission. Process improvements are also underway. "One Identity has a beneficial impact even outside of IAM because it helps us review the integrity of source data from HR and other business groups," Singh explains. "When we see data issues coming from the system, we work with the departments that own the data to ensure the best outcomes."

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 at [OneIdentity.com](https://www.oneidentity.com)