

Halton

Halton chose the NetIQ® Identity Manager solution to centrally manage identities across its entire organisation, which spans a total of around 1,250 people in 30 countries.



Overview

Since its foundation in 1969, Halton has grown from a small national Finnish company to a leading global company in indoor climate technology. Today Halton operates in 30 countries. To meet its aim of enabling well-being in indoor environments, Halton markets, develops and supplies indoor climate products, systems and services that help create safe, pleasant and healthy indoor environments that are both productive and energy efficient.

Challenge

In the past, each of Halton's national business units operated very independently, causing the IT environment to become fragmented. For example, the group was using a variety of email systems and user directories. Managing personal data was a challenge and the information was never fully up-to-date.

“Introducing centralised identity management has been the most remarkable development project of new technology in my career so far. Personal data is now updated in real-time, and we can optimise software licences and access privileges for our employees.”

AKI SAXÉN

Director, Information Technology
Halton

Aki Saxén, Halton's Director of Information Technology, said, “We needed to harmonise our solutions throughout the organisation as a whole. As we moved to Microsoft Office 365, we decided to introduce centralised identity management that could be flexibly and effortlessly integrated into various information systems. We lacked a systematic and uniform user management process.”

“Data maintenance was labour-intensive and ineffective user management presented risks to information security. We were unable to effectively manage user access rights and there were always too many software licences being used,” said Saxén.

Solution

After a detailed evaluation of solutions available on the market, Halton selected NetIQ Identity Manager to help it manage identities across its entire organisation.

“We studied the Gartner identity management reports carefully and found that NetIQ's technology made the strongest case. We were very keen to find a solution that was compatible with products such as Salesforce, as well as Microsoft solutions,” said Saxén. “Identity Manager was a good fit for our environment.

The competence and experience of the professionals from NetIQ and NetIQ's partner, Spellpoint, as well as their references from similar projects, made the decision even easier.”

Halton

At a Glance

■ Industry

Professional Business Services

■ Location

Finland

■ Challenge

The company lacked an effective user management system, causing a fragmented IT environment.

■ Solution

Use Identity Manager to centrally store personal data for all employees and manage user identities in real time.

■ Results

- + Automated provisioning of Active Directory accounts and other essential tools
- + Eliminated manual updates of website portal
- + Gave IT better control of organisational structure

“Personal data is automatically updated via the identity management solution. This saves us a number of workdays annually, as manual updates are no longer required.”

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Director, Information Technology
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A proof of concept for the identity management solution was completed in 2011 and the implementation took place as planned in 2012. In addition to Microsoft's Active Directory, the Identity Manager is connected to Office 365 and Salesforce, Halton's CRM system.

Experts from Spellpoint, a NetIQ partner, performed the implementation. "Identity Manager centrally stores personal data for all Halton employees, eliminating the need for Halton's HR department to run a separate system. For example, Identity Manager automatically opens email accounts and you can use it to keep track of Office 365 licences. Former employees have their access rights revoked automatically. With many other solutions, user rights are typically changed at regular intervals, which can lead to short delays, but Identity Manager features real-time synchronisation that is fast and scales well," said Petteri Aatola, Director at Spellpoint. "As information changes, it is immediately delivered to all data systems within Identity Manager's reach."

Results

Streamlining processes has unlocked significant savings in Halton's organisation. Identity Manager is linked to Active Directory and includes automatic AD user account provisioning. Around 750 users have a personal AD account. All user management modifications are completed through identity management.

"We are able to offer new employees all the necessary tools such as phones, computers, email, and access to software and network environments right from the start. No unnecessary software licences are in use and up-to-date contact information facilitates communication, particularly for sales staff. We are now in better control of our organisational structure," says Saxén.

Users are able to change passwords and update addresses themselves. Managers can verify their employees' access privileges and update cost units whenever an employee transfers to another unit in the company.

"Former employees have their access privileges revoked automatically," said Saxén.

Identity Manager is also integrated into Halton's new website portal solution.

"Personal data is automatically updated via the identity management solution. This saves us a number of workdays annually, as manual updates are no longer required. It is crucial that all our sales staff have up-to-date contact information. Next, we are planning to connect Identity Manager to our SAP system, which is used by around 200 people."



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