Dell Software

Spanish university improves IT efficiency by 60 percent

The Universidad Europea de Madrid automates Active Directory management with solutions from Dell Software

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 Dell Software.

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 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."

Dell 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 Dell Software:

- **ActiveRoles Server** 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

> "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*

Customer profile

Universidad Europea
LAUREATE INTERNATIONAL UNIVERSITIES

Company	Universidad Europea de Madrid
Industry	Higher education
Country	Spain
Website	www.uem.es/en

Business need

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

Solution

The university implemented a suite of AD management solutions from Dell Software to automate AD provisioning, ensure complete and effective change management and auditing, and enable self-service password changes for end users. Together, these solutions reduced the IT team's workload, increasing productivity by 60 percent and reducing human errors by 35 percent.

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
- Status of AD environments displayed immediately
- Reduced human errors by 35 percent

Solutions featured

- Identity and access management
- Administration and automation

Directory delegation, ActiveRoles Server 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.
- **Quick Connect** 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 Dell Software's 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 Dell Software offers very competitive prices and has extensive experience in this market."

Automating AD management tasks reduces human error

The use of ActiveRoles Server, ChangeAuditor for AD, Recovery Manager for AD, Reporter and Quick Connect for Base Systems 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 Dell Software

Dell Software helps customers unlock greater potential through the power of technology—delivering scalable, affordable and simple-to-use solutions that simplify IT and mitigate risk. This software, when combined with Dell hardware and services, drives unmatched efficiency and productivity to accelerate business results. www.dellsoftware.com.

Technology at work

Software
ActiveRoles Server
ChangeAuditor™ for Active Directory®
Password Manager
Quick Connect for Base Systems
Recovery Manager for Active Directory
Reporter

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