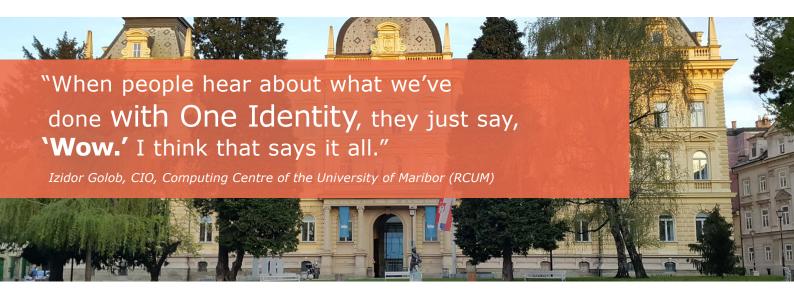# A smarter approach to user identities

The University of Maribor in Slovenia covers identity and access management under one umbrella for more than 30,000 users

Key Facts

Company
University of Maribor

Industry
Higher Education

Country
Slovenia

Employees
1,800 staff; 30,000 students

Website
www.um.si

Challenges

The University of Maribor needed to simplify identity and access management (IAM) for more than 30,000 students and staff.

Results

- Unified user access for identities across dozens of systems

- Reduced risk by automatically controlling access according to a user's role and permissions.

- Saved time by up to 90 per cent with automated management

- Managed implementation is a shining example of best practice for the region

- Completed initial installation in just three months

Products

One Identity

The University of Maribor is the second-largest university in Slovenia, with around 30,000 students enrolled across 17 faculties. The university's goal is to improve its international standing, the quality of its education and research, and the efficiency of its internal processes by 2020.

The Computing Centre of the University of Maribor (RCUM) is central to this. It has a clearly defined role in the university's strategic plan, and since 2012 has been transforming the way it handles identity and access management (IAM) for all students and staff. Izidor Golob, CIO, RCUM explains the journey: "I don't know how we managed it before," he jokes. "We were looking after tens of thousands of students and staff, and for the students alone we govern access to dozens of different systems, such as Office 365, the student information system, an e-learning platform and WiFi. Each department had its own approach to IAM, which meant a lot of manual work across systems, and we had no overview of what was happening across the university."

ONE IDENTITY

> "When people hear about what we've done **with One Identity,** they just say, **'Wow.'** I think that says it all."

Izidor Golob, CIO, Computing Centre of the University of Maribor (RCUM)

Taming the beast

The university employed several tools over time to try to gain control of IAM, including an attempt to build a tool in-house, "but none of them were capable enough for our needs," says Golob. "We simply had too many disparate systems to work with. We wanted one digital identity for each user and a comprehensive view of each user's entitlements. Plus, we needed to ensure we could control those entitlements easily."

Golob noticed that One Identity Manager was positioned well in Gartner's Magic Quadrant for User Administration and Provisioning, based on its evaluation of One Identity Manager. The university decided to get in touch with local partner ADM Adria. "Initial tests with ADM Adria gave us the confidence to push ahead with deployment," says Golob, "which we managed within three months for student systems." The solution is now a vital part of the university's IT and administration.

One is the magic number

One Identity Manager provides one digital identity for each of the university's 30,000 users. It also unifies and automates all processes in a student's lifecycle – from enrolment to graduation – by interfacing with other university systems. IAM is now more transparent to IT, students and staff, and helps reduce risk by automatically controlling access according to a user's status.

Simpler management

This new approach to IAM has created huge efficiencies for IT, especially when it comes to managing more than 300,000 rights. Compared to before, IT staff now spend just one-sixth of the time on creating and assigning rights, one-tenth of the time changing and updating rights, and one-fourteenth of the time terminating rights. This workload is also optimised by the use of the Foglight appliance. Foglight enables IT staff to discover potential issues before they occur by tracking performance and utilization trends.

A regional centre of excellence

The success of the project hasn't gone unnoticed. The University of Maribor has opened its doors to other organisations interested in IAM to show them how it made management of identities and rights simpler, more transparent, and more efficient. Students studying engineering and business administration have also benefited from internships at the RCUM to study the implementation for thesis topics. "When people hear about what we've done with One Identity, they just say, 'Wow,'" says Golob. "I think that says it all."

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

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