

# Tongji University

NetIQ solutions deliver cloud- and mobile-ready secure and reliable access controls.



## Overview

Tongji University is one of the leading universities in China. With its focus on education, research, outreach, and cultural inheritance and innovation, Tongji has close to 40,000 students in 10 major disciplines.

## Challenge

To support its 1,000 employees, the Tongji IT department used Sun Identity Manager but this was causing some problems. There was no clear integration with user identity data sources, such as HR or payroll systems, and when people left the university or changed roles, these changes could not be synchronized with the relevant systems. Security was poor and there was no support for federal certification.

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Hai Lu  
Technical Team Lead  
Tongji University

Oracle planned to withdraw support for the solution and, as it wasn't meeting Tongji's requirements, Hai Lu, Technical Team Lead at Tongji University, took the opportunity to investigate the market place for alternative solutions: “We wanted to tightly link controls for identity and access management, reduce the manual effort involved, and improve our security. To provision a new user could take up to three days which was unacceptable. To delete a user could take even longer, up to five working days. During this time the various systems would still be available to the user, which posed a real security risk for us. We needed an international identity authentication solution to give us secure and reliable real-time access control.”

## Solution

Market research highlighted NetIQ Identity Manager by OpenText and NetIQ Access Manager by OpenText as potential solutions, according to Hai Lu: “We liked the fact that Micro Focus (now part of OpenText) could give us a complete solution. We felt the cost was justified and, after testing the tools, were excited about the performance and ease of use of the products. It gave us all the integration capability we needed and deployment of the tools was simple. With some implementation support we were online within a month.”



## At a Glance

### Industry

Education

### Location

China

### Challenge

Provide faster user access to applications, while reducing the time it takes to provision and delete users, and improve security and system integration across the university's application suite.

### Products and Services

NetIQ Identity Manager  
NetIQ Access Manager

### Success Highlights

- 60% identity and access-related workload reduction
- 30% user administration cost saving
- Drastically enhanced security
- Effective role-based user provisioning
- Much scope for future development

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**Hai Lu**  
Technical Team Lead  
Tongji University

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When a new employee joins the university, the integration between the HR system and NetIQ Identity Manager means that the user ID is automatically created as part of the on boarding process. Similarly, when an employee leaves the user account is disabled automatically closing any potential security gaps.

Role-based provisioning is used to determine what system access is required for each user, so new employees are productive straightaway and the automated process eliminates the manual effort involved. Whereas previously users would need different logon credentials for the multitude of applications they might use as part of their role at the university, with NetIQ Identity Manager and NetIQ Access Manager they now have one user account with one password providing secure single sign-on to applications at any of the university's locations.

Hai Lu comments: “Having a single password has given us centralized access control and has reduced the number of “forgotten password” helpdesk tickets we dealt with. We are also able to control the password strength which gives us additional security as users would choose weak passwords and repeat them across different applications which posed a security risk to us.”

### Results

The solutions have made user management much easier, with secure access control across many applications, and simplified system administration and maintenance. In fact, Hai Lu has recorded fantastic productivity gains: “We realized a cost saving of 30% in user administration through the efficient [NetIQ] Identity Manager and [NetIQ] Access Manager user interface. Overall, our identity and access-related workload has reduced by 60% giving us time to focus on delivering new functionality and added value to our users. The automated processes around user provisioning means new users are online 80% faster than through our old, manual, processes. Changing, or deleting a user, is done 40% faster.”

He concludes: “We are delighted with the efficiencies in Micro Focus (now part of OpenText). We will use the solutions to manage additional users and applications and are excited about the mobile and cloud access opportunities we have as well. With Micro Focus (now part of OpenText), we feel ready for the future.”

### About NetIQ

NetIQ provides security solutions that help organizations with workforce and consumer identity and access management at enterprise-

scale. By providing secure access, effective governance, scalable automation, and actionable insight, NetIQ customers can achieve greater confidence in their IT security posture across cloud, mobile, and data platforms.

Visit the NetIQ homepage at [www.cyberres.com/netiq](http://www.cyberres.com/netiq) to learn more. Watch video demos on our NetIQ Unplugged YouTube channel at [www.youtube.com/c/NetIQUnplugged](http://www.youtube.com/c/NetIQUnplugged).

NetIQ is part of Cybersecurity, an OpenText™ line of business.