Lentis

As Lentis' IT environment grew in size and complexity, the organization wanted to guarantee secure identity management across its operations and reduce the time taken to provision new users. NetIQ Identity Manager helps Lentis to efficiently support a growing workforce and enhance organizational security by providing highly automated and comprehensive management of user identity information.

Overview

Lentis is a major mental healthcare organization located in the Netherlands that provides care, community services and support to some 32,000 patients annually. The organization offers treatment for both psychological and psychiatric problems and employs around 4,500 people.

Challenge

Lentis' operations are constantly growing and the organization has seen an associated increase in the size and complexity of its IT infrastructure. The number of workstations in use at Lentis has grown by approximately 48 percent; the IT team currently manages around 2,700 network workstations and 5,400 end-user accounts at 63 company locations.

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>
> **Eppe Wolfis**
> IT Manager
> Lentis

Eppe Wolfis, IT Manager at Lentis, said, "Provisioning new users is a time-consuming practice that typically takes us two weeks to complete, as we rely largely on manual processes. Additionally, removing users from our systems is only performed periodically, so there is a potential risk of ex-employees being able to access confidential information.

"As the company grew, we wanted to be able to ensure that we had a secure identity management system."

Solution

As part of an infrastructure renewal project, Lentis decided to upgrade its existing NetIQ Identity Manager by OpenText solution and to link the software to its human resource management (HRM) application, called Beaufort. It also plans to integrate the solution with a service desk tool, which will provide helpdesk employees with rapid, up-to-date information whenever they receive a request.

"By linking [NetIQ] Identity Manager with our HRM solution, we will be able to automatically create user and email accounts for new employees," said Wolfis. "Once a new member of staff is registered in Beaufort,

At a Glance

Industry

Healthcare and Medical

Location

Netherlands

Challenge

The organization needed a more efficient and secure method to provision new users and deprovision former users.

Products and Services

NetIQ Identity Manager

Success Highlights

- Will boost the security of the computing environment
- Will make it simpler to manage identity policies
- Will eliminate time-consuming and error-prone manual processes associated with user provisioning

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the application will send the details to Identity Manager, which will then create a new user profile. Similarly, when an employee leaves the company, he or she will be deleted from Beaufort and the change will be registered automatically by Identity Manager, resulting in the instant removal of the user from all other systems."

Lentis is also interested in using new features included in NetIQ Identity Manager to create automated workflows for self-service identity management.

"We want to give business users greater control over identities and associated access rights," said Wolfis. "We plan to use [NetIQ] Identity Manager to create a web-based, self-service portal, which will enable users to request access to particular applications or user groups. By defining specific business users as managers, we can delegate access provisioning, reducing the administrative burden on IT staff and speeding up the process."

In the future, Lentis anticipates that it will make further use of the rich functionality of NetIQ Identity Manager to provide better control of role-based identity management for employees working from home or other remote locations, enabling employees to securely access company systems from any location.

Results

Lentis is still in the process of implementing NetIQ Identity Manager, but anticipates that it will see a number of benefits once the solution is linked to its HRM application. Centralized, highly automated access administration will make it simpler for Lentis to manage its identity policies. When NetIQ Identity Manager is linked to the organization's HRM solution, it will also eliminate time-consuming and error-prone manual processes associated with user provizioning.

"[NetIQ] Identity Manager will save us time and effort and will also ensure that new users are given access to the information they need right away," said Wolfis. "Rather than having to wait two weeks before a new employee can be added to our systems, this should be completed almost instantly and automatically when the employee is registered in Beaufort."

The solution will also boost the security of Lentis' computing environment, ensuring that organizational information is kept safe and made available to the right people.

"The rich functionality of [NetIQ] Identity Manager gives us a huge scope for improving the efficiency and productivity of our operations," said Wolfis. "The solution will make life easier for both the IT team and the users we support and will ultimately help Lentis to deliver better service to our clients."

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** to learn more. Watch video demos on our NetIQ Unplugged YouTube channel at **www.youtube.com/c/NetIQUnplugged**.

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