



How Auburn School District Modernized Identity Management with NIM

Auburn School District had relied on previous-generation identity management software for years before adopting Tools4ever's NexGen Identity Management (NIM). Today, NIM automates identity lifecycle management for more than 20,000 student and staff accounts, providing faster user provisioning, greater operational efficiency, and a scalable foundation for future growth.

Challenges Before NIM

Before implementing NIM, Auburn relied on Tools4ever's previous-generation IDM solutions, UMRA and IAM. Those solutions had already replaced a completely manual provisioning process, in which multiple staff members handled employee and student account changes. The manual approach was slow, labor-intensive, and error-prone. While UMRA and IAM significantly reduced manual effort, they introduced new limitations over time. Configuration was often complex, system performance was slow, and making changes to workflows frequently required assistance from Tools4ever consultants. The district needed a modern platform that could automate provisioning tasks more efficiently, simplify administration, and provide greater visibility into identity data while supporting an expanding technology environment.

Evaluation and Selection of NIM

During its evaluation, the district reviewed several identity management platforms before selecting NIM. Some products lacked important functionality, while others offered the required capabilities but introduced unnecessary complexity for administrators. NIM distinguished itself by combining exceptional performance, broad integration capabilities, a scalable architecture, and complete visibility into identity data. The district also appreciated its ability to connect to every major system in its environment without sacrificing ease of administration.

Operational Performance

Initially, NIM fulfilled the same role as the district's previous platform, but its performance quickly became one of its greatest advantages. Provisioning jobs are completed in seconds once data has been collected from connected systems, allowing administrators to test changes, refine filters, and update role models with immediate feedback. The district also values NIM's lightweight configuration footprint, which simplifies backups and ongoing maintenance. Rather than requiring complex backup procedures, the entire product can be easily copied and restored when needed, while administrators can rapidly develop, test, and refine new workflows without lengthy development cycles.

Client

Auburn School District

Challenge

Aging identity management tools were becoming increasingly difficult to maintain, limiting efficiency, slowing changes, and restricting the IT team's ability to improve processes.

Solution

The district replaced its legacy identity management platform with NIM, providing a modern, flexible solution for automating user provisioning and identity lifecycle management.

Products and Connectors

- Active Directory
- Microsoft Entra ID
- Exchange Online
- Google Workspace
- Qmlativ

Result

NIM reduced manual effort, accelerated provisioning, strengthened security, and enabled the IT team to continuously improve and expand identity automation.

"I am impressed with the broad range of knowledgeable staff the Tools4ever team has. They have consistent talent of high caliber. It isn't just packed into one or two amazing people."

Tim Gifford

Systems Engineer, Auburn School District #408

Integration and Adaptability

NIM integrates seamlessly with the district's core technology environment, including Active Directory, Microsoft Entra ID, Exchange Online, Google Workspace, and Qmlativ. Although the district experienced some minor integration challenges during its initial deployment, those issues were largely resolved, and the platform has since proven reliable across its connected systems. The growing library of integrations and applications has allowed the district to extend NIM as its technology environment continues to evolve.

Beyond its broad integration capabilities, NIM has also adapted well to the district's changing operational requirements. Administrators describe the platform as highly flexible, allowing them to modify workflows and identity processes without redesigning the overall solution. While there are still a few enhancements they would like to see in certain applications, they appreciate that the platform continues to evolve with each release, providing new capabilities as their needs grow.

Operational Impact

One of NIM's greatest benefits has been the dramatic reduction in manual administration. Tasks that once required IT staff to synchronize changes across multiple identity systems now occur automatically, allowing HR updates to flow much more quickly while reducing data inconsistencies and the number of support tickets. Beyond labor savings, the platform has transformed how IT responds to operational changes.

Several examples highlight the platform's operational impact:

- NIM manages approximately 20,500 user accounts for both students and staff.
- During the annual school year rollover, administrators updated two configuration settings before NIM processed several thousand account changes. The entire process for student grades and staff changes required about 30 minutes to collect data and roughly five minutes to complete provisioning.
- A conflict involving approximately 100 accounts was resolved by modifying a single filter setting and rerunning the provisioning job, completing the entire correction in approximately two minutes.
- During planning for a potential migration from Microsoft Entra ID to Google Workspace, NIM replicated distribution and security group memberships across platforms using existing role models. A project expected to require approximately a week of scripting and manual work was completed through NIM with minimal effort.

Security Enhancement and Compliance

NIM has strengthened the district's security by providing secure onboarding and delegated administration capabilities. New employees can receive account credentials securely without relying on manual communication methods. Other NIM Apps, such as the delegated password reset tool, allow teachers to reset passwords only for the students they supervise without granting broader administrative privileges.

The district also uses NIM to consistently deactivate accounts for departing employees and students, ensuring access is removed promptly and reliably. Although the organization does not consider NIM a compliance solution, it recognizes that consistent identity lifecycle management directly supports stronger security and better data governance.

Confidence to Innovate

Compared to the district's previous solutions, NIM has fundamentally changed how administrators approach process improvements. Earlier platforms often made configuration changes difficult enough that staff hesitated to modify existing workflows. NIM's agility and ease of configuration encourage experimentation, allowing administrators to safely test new ideas, refine business logic, and continuously improve automation.

While the licensing investment may be higher than previous generation solutions, the district believes the additional flexibility, operational improvements, and opportunities for automation provide significantly greater long-term value.

Consultancy and Support

The district describes its implementation experience as smooth from the beginning and credits Tools4ever's consulting team with helping improve existing processes rather than simply replicating legacy workflows. Throughout the project, the engineering team provided practical guidance, resulting in a cleaner, more efficient deployment. That positive experience has continued long after implementation. Regardless of which engineer handles a support request, the district has found the entire support organization to be knowledgeable, responsive, and consistently professional.

Future Outlook and Endorsement

Auburn School District expects NIM to play an even larger role in its technology strategy as additional systems are integrated over time. Administrators are confident the platform can continue supporting new identity management initiatives as additional systems are adopted. When asked whether they would recommend NIM to similar organizations, the response was undeniable. The district believes NIM can adapt to virtually any identity environment and connect to nearly any account repository or identity platform. They note that organizations with a basic understanding of databases will be best positioned to take full advantage of NIM's flexibility. Still, they believe the platform can handle highly customized identity management requirements.

Conclusion

For the Auburn School District, NIM is no longer simply a provisioning tool. It has become the foundation of its IDM strategy, enabling IT to automate complex processes, respond quickly to organizational change, and confidently connect future systems as the district continues to evolve.