



From Manual Workflows to Automated Identity Management with NIM

Managing user identities in a K-12 environment presents unique challenges, particularly when supporting multiple accounts for full-time staff, temporary workers, contractors, and substitutes. Center Grove Community School Corporation needed a more flexible, efficient way to manage access across systems, reduce manual workload, and improve security. After years of experience with UMRA, a Tools4ever solution, they transitioned to NIM (NexGen Identity Management) to modernize workflows, empower non-technical staff, and better support evolving operational needs.

Challenges Before NIM

Before implementing NIM, Center Grove faced challenges with onboarding and managing users such as contractors, substitutes, and teaching assistants. These accounts often required timely access to systems, yet their information had to be tracked manually across spreadsheets and multiple platforms. This approach demanded significant time from both IT and HR staff and increased the risk of stale accounts or improperly managed access. Without centralized automation, maintaining accurate and up-to-date user access was inefficient and difficult to scale.

Evaluation and Selection of NIM

Center Grove has been a long-time user of Tools4ever's UMRA solution. While UMRA successfully supported their identity management needs, it required frequent interaction with support teams and a strong understanding of the underlying database to implement changes. During the evaluation process, Center Grove explored other identity management solutions that offered graphical user interfaces (GUIs) intended to simplify administration. These alternatives lacked the flexibility needed to support the complex, often non-standard workflows common in K-12 education. NIM stood out for its deep configurability, enabling Center Grove to maintain control while reducing technical complexity.

Key Product Highlights

Several NIM capabilities quickly proved valuable in day-to-day operations. Custom NIM apps enabled streamlined onboarding, password changes, and distribution group management, tailoring processes to Center Grove's specific requirements. The ability to preview changes before committing them provided peace of mind in automated workflows and reduced the likelihood of errors. Together, these features delivered greater transparency and control over identity changes across systems.

Client

Center Grove Community School Corporation

Challenge

Managing onboarding, access changes, and offboarding for staff required extensive manual work across spreadsheets and multiple systems, creating inefficiencies and security risk.

Solution

By implementing NIM, the organization automated identity management with granular control, custom apps, and seamless integration.

Products and Connectors

- Student Information System
- Microsoft
- Google

Result

Manual effort was significantly reduced, workflows across IT and HR were streamlined, and access is now granted and removed quickly and securely based on authoritative data.

“I know the time saved by utilizing NIM has already been worth the investment and has greatly improved inefficiencies and workflows across multiple departments.”

Jaime Pereda

Director of Infrastructure Technology

Integration and Adaptability: NIM integrated smoothly into Center Grove’s existing technology environment, including their Student Information System (SIS), Microsoft and Google platforms. Center Grove also recognized the continued expansion of NIM’s connector library as a key advantage, ensuring that the solution can evolve alongside its infrastructure. This adaptability allows NIM to support current needs while remaining flexible enough to accommodate future integrations and policy changes.

Enhanced Efficiency and Productivity: With NIM in place, many previously manual and paper-based processes were digitized and automated. Human resources staff, who once spent hours completing paperwork and coordinating access changes, can now leverage NIM to manage these tasks more efficiently. Work that previously required multiple employees across departments is now completed through automated workflows, improving turnaround times and allowing staff to focus on higher-value responsibilities. The time savings achieved through NIM have already justified the investment.

Security Enhancement and Compliance: NIM significantly strengthened the organization’s security posture by ensuring that access is granted and removed quickly based on authoritative data from the student information system. User accounts are now disabled promptly when individuals no longer meet access criteria, reducing the risk of unauthorized access. Custom NIM apps make it easy to identify stale or inactive accounts, further improving visibility and control. By minimizing the delay between status changes and access removal, the organization improved both security and alignment with data protection and privacy requirements. The simplicity of NIM enabled extending access management capabilities beyond the IT department, helping balance system administrators’ workload without compromising oversight.



Consultancy and Support

The transition from UMRA to NIM was completed mid-year without disruption, supported by Tools4ever’s knowledgeable consultancy and support teams. Their expertise in both the legacy and new solution, as well as their familiarity with Center Grove’s student information system, ensured a smooth migration. Support staff assisted with organizational unit changes across Active Directory and Google and aligned data fields with provisioning queries. The responsiveness and availability of support allowed Center Grove to implement NIM confidently during the school year.

Future Outlook and Endorsement

Looking ahead, Center Grove expects to use NIM beyond staff account management, including additional departments and potentially student accounts. As new automation opportunities arise, they are confident that NIM will continue to support evolving requirements. After two years of use, NIM has become the first solution they evaluate when new needs arise, often eliminating the need to consider alternatives. The organization strongly endorses NIM, citing its flexibility, customization capabilities, and suitability for the complex operational realities of K-12 education.

Conclusion

By implementing NIM, the organization transformed identity management from a manual and fragmented process into a streamlined, automated, and secure operation. NIM reduced administrative burden, improved efficiency across departments, strengthened security, and enabled closer collaboration between IT and HR. With ongoing development, expanding integrations, and reliable support, NIM has proven to be a trusted long-term solution that aligns with both current needs and future growth.

