



# Transforming Lethbridge School Division No.51 Operations with NIM

Lethbridge School Division No.51, a mid-size school division managing around 16,000 accounts, faced operational bottlenecks in its human resources onboarding and account management processes. The school division wanted to enhance its efficiency by utilizing the latest technology in user provisioning automation to help streamline its account creation and removal processes. Additionally, the school division wanted an intuitive dashboard for its schools that would simplify password resets for students while still being secure.

## Challenges Before NIM

Before adopting NIM, Lethbridge School Division No. 51 relied on UMRA, a Tools4ever solution set to be discontinued in 2025, for user provisioning. The school division faced the challenge of implementing a modern identity management solution that would enhance efficiency and accuracy in the IT department by minimizing time-consuming tasks and human errors. Furthermore, the division aimed to uphold its strict access management policies to ensure former employees no longer had access to its systems and network infrastructure.

## Evaluation and Selection of NIM

As a loyal customer of Tools4ever, Lethbridge School Division No.51 has always appreciated the exceptional product quality, great reputation, and constant commitment to customer service. Jesse Sadlowski, the Director of Technology, stated, "When NIM was released, it was a natural choice to continue with the company that has consistently delivered outstanding service and performance in the past."

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## Jesse Sadlowski

Director of Technology, Lethbridge School Division No.51

### Client

Lethbridge School Division No.51

### Challenge

The school division wanted to enhance its efficiency by utilizing the latest technology in user provisioning automation to help streamline its account creation and removal processes.

### Solution

NIM simplified user management for the school division, making it a hands-off process.

### Products and Connectors

- NIM, NexGen IDM
- Active Directory
- PowerSchool

### Result

NIM's seamless provisioning of data into the division's Active Directory and network infrastructure made daily operations easier.

*“With NIM, we maintain a secure environment where former employees’ access is promptly revoked, sensitive data is handled seamlessly, and compliance remains a top priority.”*

**Jesse Sadlowski**

Director of Technology, Lethbridge School Division No.51

**Key Product Highlights**

**Integration and Adaptability:** Lethbridge School Division No.51 relies on several PowerSchool features, including its student information systems, financial software, and other important education tools. NIM’s seamless provisioning of data into the division’s Active Directory and network infrastructure made daily operations easier. NIM’s remarkable adaptability to new or altered user management policies within the school division ensured its processes remained efficient and effective. NIM adapted to security enhancements, organizational restructuring, and technological advancements made by the school division. Sadlowski mentioned that NIM’s “ability to align with our evolving needs has been commendable, making it an invaluable asset in our operations.”

**Enhanced Efficiency and Productivity:** NIM simplified user management for the school division, making it a hands-off process. Its seamless automation ensures tasks are executed effortlessly, allowing the IT department to focus on other critical projects. NIM helped reduce manual data entry, resulting in fewer mistakes, improved data integrity, and saved time. Overall, these changes significantly enhanced the efficiency and productivity within the IT department.

**Security Enhancement and Compliance:** Since implementing NIM, the school division has noticed improvements in security and compliance. Sadlowski stated, “Our cyber insurance company has expressed satisfaction with our choice of NIM, recognizing its robust features. With NIM, we maintain a secure environment where former employees’ access is promptly revoked, sensitive data is handled seamlessly, and compliance remains a top priority.”

**Consultancy and Support**

NIM’s customer support model proved to be exceptional for the school division. Tools4ever assigned a dedicated support consultant to the school division, who was integral to the implementation process. This consultant worked closely with the school division’s IT team, ensuring they thoroughly understood the product and created customized workflows that precisely met their needs. This personalized support equipped the IT team with the knowledge and confidence to use the product effectively, allowing them to maximize its capabilities.

**Future Outlook and Endorsement**

Over the past 18 months, NIM has become a crucial asset for Lethbridge School Division No.51. Its seamless automation has streamlined user management, decreased human errors, and increased data accuracy. The school division has witnessed enhanced security, compliance with privacy regulations, and a user-friendly experience. NIM’s adaptability and Tools4ever’s exceptional customer support have empowered the school division to set up additional processes confidently since the initial implementation. Given the current IT requirements set by the school division’s leadership and the high cost of manual labor within the IT department, adopting a product like NIM has not been just sensible; it’s been essential. Lethbridge School Division No.51 recommends NIM to similar organizations, recognizing its critical role in streamlining processes and improving security.

**Conclusion**

Integrating NIM has transformed the school division’s operations, enhancing efficiency, productivity, and security. By automating data management and user provisioning, NIM has addressed the division’s operational challenges and increased compliance with data protection regulations. The exceptional support and adaptability of NIM have made it a valuable investment, contributing significantly to the school division’s long-term goals and strategies.

