

PROVIDING SOLUTIONS FOR DISTRICTS OF ALL SIZES: A JOINT CASE STUDY

"I don't have to talk to a 1,000 different people to get a solution. You guys are the gold standard of how you support a product."

Shaun Sutliff, Network Administrator
David Douglas School District

Located in eastern Portland, OR, David Douglas School District serves approximately 10,000 K12 students. The district operates 16 separate facilities and remotely supports an Early Childhood program for the local community of 54,000 in pursuit of its mission statement, "Learn – Grow – Thrive."

Client

David Douglas School District



Challenge

Manually supporting over 16 locations for account provisioning and ensuring correct application access was becoming increasingly challenging.

Solution

An automated method for managing user account lifecycle and Self-Service Reset Password Manager saves the helpdesk over half of their day-to-day efforts. HelloID's Single Sign-On portal makes having a 1:1 in class device ratio using Chromebooks and Macs easy.

Products

Identity & Access Management (IAM), previously known as UMRA, Password Synchronization Manager (PSM), Self-Service Reset Password Manager (SSRPM), HelloID Cloud-based SSO.

Result

Big savings on resources invested in account provisioning. IT staff can now focus on more high-impact projects.

"Before implementing SSRPM, our helpdesk technicians were overwhelmed with calls at the beginning of the school year about forgotten passwords."

Ken Marshall Unit Manager of Enterprise Servers
DeKalb County School District

DeKalb County School District (DCSD) is located in Atlanta, Georgia. With approximately 102,000 students and 15,500 staff members across 135 schools and administrative locations, user provisioning and password resets were a burden on the IT department and helpdesk.

Client

DeKalb County School District



Challenge

Manually managing user accounts with PowerShell scripts was proving to be error-prone and required a lot of the Systems Administrator's time. The helpdesk was also burdened with password reset requests and had little time to focus on other tasks.

Solution

Implement a process which would automatically provision, de-provision and update user accounts. Relieve the helpdesk by allowing users to securely reset their own passwords.

Products

Identity Access Management (IAM), Self Service Reset Password Management (SSRPM); Infinite Campus, Active Directory, TERMS

Result

Implementation of automated user provisioning and self-service password reset management resulted in dramatic reduction of helpdesk requests, allowing IT to focus on other tasks.

HelloID – IDaaS Solution

Access Management Key Focus: Easy end-user access for all online resources.

Securely access all of your cloud applications from anywhere in the world with a single login. HelloID supports all common SSO protocols. Apply additional security measures with multi-factor authentication and access policies.

Key Features: Single portal, one login, Chromebook integration, custom branding and layout, AD user and group synchronization, managed and personal applications tab.

Service Automation Key Focus: Self-service actions.

HelloID's Service Automation module catapults the end user into a self-service enabled world. Utilizing the "Shifting Left" concept, IT can provide a state-of-the-art delegation, workflow management, and real-time status request reporting solution to an organization. This allows IT to focus on big-picture tasks.

Key Features: Self-Service Request for Local Resources, Service Desk for Delegated Interaction (Delete/ Add User), Customizable Web Forms, Dynamic Workflow & Approval Processes, Reporting & Resource Tracking.

Identity & Access Management

Key Focus: Eliminates Manual Account Processes.

IAM stores source data in its Vault, which is then used to create and manage the complete lifecycle of a user account within an organization. Processes such as account creation are automated for multiple applications without IT intervention.

Manual processes, like audits of accounts, are also eliminated with IAM. HR and SIS systems are the source of truth to provision and deprovision accounts to ensure which accounts remain active. IAM also has the capability to export reports of this behavior on scheduled intervals if requested.

Key Features: Easy-Access Web Portal, Access Governance Model

Self Service Password Management

Key Product Focus: Easy end-user password reset

Empowers the end-user with the ability to change their own password from their desktop, Chromebook, or other device.

Key Features: Chromebook Kiosk App, Web Interface, Custom Branding and Layout.

Most utilized module: Account Claiming.

Account Claiming removes the gap from transferring accounts and credentials to new users. Once an account is created, staff can be directed to a portal or receive an email to "claim" their account for the first time, with or without being on-premise, and without the need for ever knowing their initial password. The new user enters in some identifiable details about his/herself for authentication purposes. The account is then activated and the user is then given their username and can reset their password. Additionally, the new staff member can enroll in the password management solution during the claiming process. Future instances of password resets are now managed by end users and without the assistance of IT.

Partners and Connectors:

- ✓ Pearson
- ✓ Skyward
- ✓ Destiny
- ✓ PowerSchool
- ✓ McGraw Hill
- ✓ HMH
- ✓ Blackboard

For a more comprehensive list of our partners and connectors, please contact us.