



# EFFECTIVE AND EFFICIENT IDENTITY MANAGEMENT

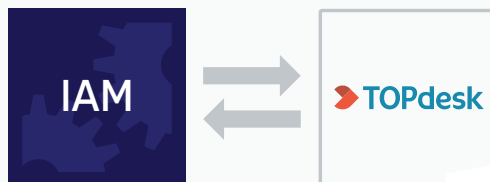
In your organization, information needs to be kept up to date and synchronized across various systems, such as from Active Directory to TOPdesk. When this information changes, it takes a lot of time to update the relevant systems. With the IAM to TOPdesk connector, these tasks are automated and the administration of user accounts becomes timely, uniform and efficient.

## User lifecycle management

The Identity and Access Management software IAM from Tools4ever automates manual procedures in the user account lifecycle management process:

- Onboarding of new employees
- Job changes
- Ticket and change management
- Employee offboarding

All manual and script-based actions, such as creating a new user account or a password reset, are based on programmed actions within IAM. These preset actions determine in which systems and applications which information needs to be updated.



## IAM and TOPdesk

IAM periodically reads data from or writes information, to TOPdesk. With the connector, maintenance processes are automated, and your organization saves significant time and costs, as in the examples on the back side.



## Automate ticket and change management

The connector between TOPdesk and IAM automates many of the most common helpdesk tickets, such as password management (password reset calls) or access requests (granting access to applications or shares). Changes can even be based on a TOPdesk template. Because IAM reads information from various sources, TOPdesk can automatically create an incident, process the request directly in the organization's network and close the ticket after the steps are finished. Additionally all these actions are logged for reporting and auditing. It is also possible to option change activities and make them visible in the planner.

## Create and update personal cards

In case of onboarding a new employee, IAM will automate the user account creation process, and create a person card in TOPdesk. Additionally, future changes in personal data, such as telephone numbers or address details, can be applied automatically. auditing. It is also possible to option change activities and make them visible in the planner.

## Requesting and obtaining information regarding assets

In terms of resource management, this connector also offers several possibilities that will increase productivity:

Authorizations and requests managed directly from TOPdesk - Onboarding a new employee, the manager can be actively involved in requesting the correct permissions and assets or configuration items via the user-friendly IAM dashboard. Such requests are directly processed within TOPdesk, so that the service desk can order and configure items that can not be assigned automatically.

Obtaining the assigned asset in case of an offboarding event - When an employee leaves your organization, IAM can read TOPdesk's asset or configuration items (such as tokens, passes, mobile phone, laptop, company clothing) which are still assigned to the employee. The departing employee will automatically receive a notification with a list of items that need to be handed in.

Automatic notification manager upon termination of employment - Managers receive an automatically generated e-mail notification of the asset or configuration items that are assigned to the employee and that need to be returned.

## Benefits:

**Increased service desk productivity:** A skilled service desk employee no longer has to manually update data, allowing more time for requests and projects only where their expertise is required.

**Insight into the 'footprint' of applications:** IAM provides information into the actual use of the software within your organization, allowing insight into the role and costs of these applications within your IT infrastructure.

**Airtight audits:** All actions and procedures are automatically recorded. Steps in the process can never be omitted, and the established requirements will be met and guaranteed.

**Improved service:** Your customers will benefit from an improved service. They can access their applications and data immediately with the correct permissions and requests for additional resources handled quickly and efficiently.