Bayerisches Rotes Kreuz

UMRA SIMPLIFIES USER MANAGEMENT AT THE BAVARIAN RED CROSS

The Bavarian Red Cross (BRK) is a public corporation and part of a worldwide community of people in the international Red Cross and Red Crescent Movement. It is made up of 5 district associations and 73 local sections. Red Cross helpers run more than 600 facilities, from homes and kindergartens to lifeguard and mountain rescue services.

Decentralized infrastructure is typical of an aid organization like BRK, with facilities distributed over the entire state. Of the 17,000 workers throughout Bavaria, some 5,500 have user accounts for the IT infrastructure. Despite the decentralized structure and limited IT resources, the organizations must ensure that BRK staff has rapid access to assets, especially when problems arise.

A need for a low-cost solution

Five years ago, the BRK's state office, started the process of setting up a central IT center. This center is responsible for tasks such as providing internet connections for the facilities and email postboxes for staff and maintaining the security of these functions; it also handles reporting tasks. To ensure precise regulated access rights, the BRK uses Active Directory. According to IT manager Henric Töpper, user management was originally going to be centrally controlled. "But that would have needed between five and seven staff. Because of the high cost, we, therefore, opted for a decentralized solution."

Client

The Bavarian Red Cross

Challenge

The state office of the Bavarian Red Cross (BRK) wanted to standardize and simplify master data management, administration, and support for its 5,500 users. It also wanted to perform relevant tasks locally rather than centrally. BRK needed a provisioning tool to record and report changes to master data and the associated authorizations in a tamper-proof manner.

Solution

Implementing User Management Resource Administrator (UMRA) allows local IT coordinators to be responsible for user management via user-friendly forms. The organizational structures of the BRK can also be depicted in UMRA, thereby meeting reporting requirements.

Product

User Management Resource Administrator

Result

Introducing a provision tool and decentralized data management reduced helpdesk requests drastically. UMRA's reporting functions provide administrative and IT staff with an overview of activities in the system.

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IT Manager

The aim was to entrust the necessary tasks to local staff. Töpper initially wanted to use the relevant Microsoft solution for this. "However, that would have involved a great deal of training, and the update requirements had become too expensive." In its search for an affordable solution, the Bavarian Red Cross came across User Management Resource Administrator (UMRA) from Tools4ever.

Simple implementation

Besides its functional possibilities, another reason to choose UMRA was its adaptability to the BRK's decentralized structure without additional prior investment. Moreover, there was little that Töpper needed to do in advance. "We had simply drawn up a rudimentary catalog of requirements with the necessary specifications." On this basis, the Tools4ever experts were able to implement UMRA within a week, followed by a test run involving five different sites. According to Töpper, the experience thus gained made individual adjustments possible. The complete implementation process including these adjustments took only three months. The BRK now uses UMRA to control important tasks such as assigning group memberships, blocking and unblocking users, and resetting passwords.

Relief for the support department

With the help of UMRA, the decentralized structure of the Bavarian Red Cross can extend to include administration and support. Seventy IT coordinators received training to assist users in different regions with hardware and software problems. They are also responsible for the work carried out with UMRA. "This has enabled us to reduce the extensive training of IT staff significantly; we now work only with IT coordinators who can be very quickly and easily inducted," says Töpper, delighted. One person can now do the work which previously required three customer care staff and one back office assistant.

State-wide regulated reporting

UMRA can also be used to meet the rigorous safety, data protection, and reporting standards that apply in the healthcare sector. For example, standard reports make it very easy for the IT department to comply with reporting requirements. The features include logfiles for users, rights, and the granting of rights, which can be made available to auditors or management. The IT manager comments, "We are very close to government agencies and, in some cases, may even be inspected by the Ministry of the Interior. It means that the quality of our reports needs to be very high." It was also crucial to the BRK that reporting at the regional level should be possible. Therefore, Töpper wanted each IT coordinator to be able to view his reports. UMRA enables reporting to be adapted precisely to the organizational structure of the Bavarian Red Cross and hence, to have a design that follows the exact requirements of the helpers.