



# ENHANCING IDENTITY MANAGEMENT EFFICIENCY AT HORIZON SCHOOL DIVISION NO. 205 WITH NIM

This case study explores how Horizon School Division No. 205 transitioned from User Management Resource Administrator (UMRA), one of our legacy identity management solutions, to NexGen IDM (NIM), our newest and most robust IDM solution. Learn about the specific challenges faced by the school division with UMRA and how NIM addressed these challenges with its advanced features and seamless integration capabilities. We'll examine the implementation process, the post-conversion benefits, and the impact on the school division's overall efficiency and security measures. By documenting this conversion, we aim to provide insights into the transformative power of upgrading to NIM.

## Challenges Before NIM

Horizon School Division No. 205 has been using UMRA since 2015, and while the product was managing its identity management process sufficiently, it still had some challenges. UMRA is a complex IDM solution that requires manual intervention when updates are needed and has a run time of 1.5 hours. These factors caused some delays in the school division's identity management process.

### ✓ Client

Horizon School Division No. 205

### ✓ Challenge

The school division has been using UMRA since 2015, and while the product was managing its identity management process sufficiently, it still had some challenges that required manual intervention.

### ✓ Solution

NIM's adaptable architecture facilitates easy customization and granular control over access permissions and rule modifications, enabling the school division to smoothly adjust to changing needs.

### ✓ Products and Connectors

NIM, Navision, Aspen, Google Workspace, and Papercut

### ✓ Result

The school division transformed its identity management practices, overcoming operational challenges, enhancing efficiency, and strengthening security measures.

“Our good relationship with Tools4ever made the choice easy to move to NIM.”

### Kyle Lamont

Database Analyst, Horizon School Division No. 205



## Evaluation and Selection of NIM

With the announcement of UMRA's end of life and the release of NIM, the school division knew it was time for an upgrade. Kyle Lamont, the Database Analyst at Horizon School Division No. 205, said, “Our good relationship with Tools4ever made the choice easy to move to NIM.” NIM offers a robust structure that simplifies the process of managing user identities. NIM's adaptable architecture facilitates easy customization and granular control over access permissions and rule modifications, enabling the school division to smoothly adjust to changing needs. Overall, the familiarity with Tools4ever and confidence in the product's capabilities made adopting NIM a natural progression.

## Key Product Highlights

**Integration and Adaptability:** One of the standout features of NIM for the school division was its integration capabilities, particularly with the Google API, which not only streamlined workflows but expanded the scope of functionality, enabling seamless interaction with other systems within the school division's ecosystem. Additionally, the ability to leverage JavaScript functions within NIM facilitated customization, empowering the school division to tailor identity management processes to its specific needs easily. This seamless integration extended to the school division's existing systems, including its HR (Navision), Student Information System (Aspen), Google Workspace, and Papercut printer management. Such interoperability ensured a

smooth transition and minimal disruption to ongoing operations. Moreover, NIM's tiered approach to filter rules gave the school division the flexibility to adapt to new user management policies effortlessly, further enhancing operational efficiency.

**Enhanced Efficiency and Productivity:** The adoption of NIM resulted in significant efficiency gains, reducing the reliance on manual intervention in user management tasks. By leveraging NIM Apps, designated staff members were empowered to create user accounts as needed, reducing the IT department's burden. Additionally, NIM's quick run time of 3 to 5 minutes allowed the school division to run user management jobs more often during the work day. This newfound efficiency translated into tangible productivity improvements across the school division.

**Security Enhancement and Compliance:** NIM reinforces security measures within the school division's identity management framework. While comparisons between UMRA and NIM regarding security were similar, NIM enhanced security by eliminating using generic initial passwords. Initial user passwords are created based on the individual's information to ensure everyone receives different passwords when accounts are created. NIM also ensures the timely disabling of unnecessary accounts, reducing the number of rogue accounts still active within the school division. These measures mitigate security risks, facilitate compliance with data protection regulations, and safeguard sensitive information.

“We have come to rely on the system to ensure user accounts are created and ready when needed.”

**Kyle Lamont**

Database Analyst, Horizon School Division No. 205



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## Consultancy and Support

The school division was happy with NIM’s responsive customer support and the seamless implementation process. Working closely with the NIM team, the school division’s IT personnel received comprehensive assistance throughout the implementation phase, ensuring a smooth transition to the new identity management system. The quick implementation minimized downtime and disruption, allowing Horizon School Division No. 205 to reap the benefits of NIM without delay.

## Future Outlook and Endorsement

NIM will remain integral to the school division’s long-term identity management strategy. Lamont states, “We have come to rely on the system to ensure user accounts are created and ready when needed.” As the school division continues to evolve and adapt to changing requirements, NIM’s robust capabilities and flexibility position it as a key part of its operational infrastructure. Horizon School Division No. 205 recommends NIM to similar organizations, citing its ease of use, comprehensive feature set, and responsive support as compelling reasons for adoption.

## Conclusion

Through the successful integration of NIM, the school division transformed its identity management practices, overcoming operational challenges, enhancing efficiency, and strengthening security measures. NIM’s intuitive interface, integration capabilities, and customization options have empowered the school division to streamline processes, adapt to evolving requirements, and ensure compliance with regulatory standards. As the school division continues its journey toward excellence, Tools4ever remains a trusted partner in its quest for operational excellence and organizational resilience.