Our Customer References

NexGen Identity Management

Empowering Education: Success Stories of NIM Enhancing Identity Management in Schools

Are you a school IT administrator, district technology director, or HR manager responsible for managing user access and data security across educational networks?

Now more than ever, automated provisioning is essential for seamless school operations, ensuring top-level security and efficiency across IT and administrative processes. Managing student, faculty, and staff access effectively can be challenging, especially in hybrid learning environments.

This is where NIM, our NextGen Identity Management solution, makes a difference. NIM simplifies user management while providing greater control and enhanced data security. It enables authorized employees to access systems and data securely, reduces IT workload by automating repetitive provisioning tasks, and ensures compliance with IT audits. Through automated identity management, NIM strengthens trust in IT within schools, districts, and educational partners while ensuring secure access and seamless operations for students, faculty, and staff.

This booklet highlights the key features within NIM through success stories with some of our education clients. You will see NIM's effectiveness and importance, demonstrating how Tools4ever's identity and access management solution enables automated, rule-based access to systems and data for authorized employees. This is ideal if you're seeking a solution to enhance efficiency, safeguard your data, and build trust within your school district. Explore the world of identity management and discover how NIM can drive success.

Enhancing IT Efficiency with Automated User Provisioning

NIM's user provisioning streamlines and automates user management, eliminating errors and reducing IT workload. By integrating with your HR/SIS system, any changes in employee data are automatically applied within the network, following a predefined role-based model.

With this automation, any updates in the HR/SIS system such as new hires, role changes, or departures are seamlessly reflected in user permissions. Employees receive exactly the access they need for their roles without requiring manual intervention from IT. This ensures greater security, compliance, and operational efficiency across your district.

No time for manual processes: Efficient self-service solution for your school

NIM Apps are fully customizable web forms that let you delegate traditional helpdesk tasks to users within your district. Some examples include account creation, enabling and disabling accounts, updating account attributes, classroom password resets, and modifying group memberships.

Security Through Structure: Role-Based Access Control (RBAC) for Education

With NIM, educational institutions can implement rule-based access control (RBAC) to enhance security and streamline user access management. Schools and districts can define custom rules to ensure a consistent and transparent assignment of system access and permissions to students, faculty, and staff.

For example, RBAC ensures access is granted based on a user's role, location, or department. This means that teachers, administrators, and students receive only the permissions necessary for their responsibilities following the principle of least privilege. By structuring access control through automated rules, schools can increase security, reduce administrative burden, and maintain compliance with data protection policies.

Prioritizing IT Security: Protecting Your Data with Logging and Reporting

NIM's extensive logging and reporting capabilities allow managers and the IT helpdesk to have full control over changes and complete insights into the actions carried out in NIM, as all changes are logged. These reporting features enable improved compliance and simplify audit purposes.
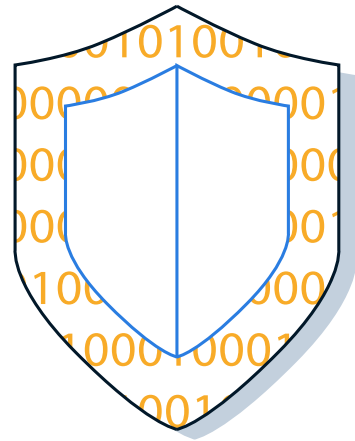
IT efficiency through seamless integration

NIM's ability to integrate with existing systems makes the implementation process seamless for new and existing customers migrating to the new solution. Whether through .CSV files or API connectors, NIM connects to all your downstream systems.

A Future-Proof Identity Management Upgrade

Lethbridge School Division No.51
Alberta, Canada

When choosing between upgrading to Tools4ever's latest identity management solution or seeking alternatives, Lethbridge made the clear, confident choice to stay. They needed a platform that could keep pace with organizational re-structuring and evolving technology without sacrificing the integrity of their access management practices. Since implementing NIM over a year and a half ago, Lethbridge has streamlined user management, reduced human errors, and significantly improved data accuracy.

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 hand-soff process.

Products and Connectors

NIM, NexGen IDM; Active Directory, and PowerSchool

Result

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

Introduction

Lethbridge School Division No.51, a mid-size school division managing around 16,000 accounts, faced operational bottle-necks in its human resources onboarding and account man-agement 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. Further-more, 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."

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.

"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

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.

Efficiency Unlocked, Security Strengthened

Pflugerville Independant School District
Pflugerville, TX

Pflugerville ISD had long struggled with inefficiencies and growing security gaps as their legacy identity solution became increasingly outdated. The district knew it was time for a change after investing significant time in troubleshooting and patchwork repairs. They needed a modern, dependable solution and NIM delivered. Since implementing NIM, it has become the foundation of their identity infrastructure, enabling stronger security, higher productivity, and far less time spent resolving issues.

Introduction

In a time where security and efficiency are paramount, effective identity management is vital for educational institutions. In this case study, we will cover how Ben Smith, the Infrastructure Architect at Pflugerville ISD, underwent a significant transformation integrating NIM, NexGen Identity Management, into their operational IT framework.

Challenges Before NIM

Before adopting NIM, Pflugerville ISD has some operational inefficiencies and security vulnerabilities. The system they were using proved to be unreliable and ultimately unusable. Pflugerville ISD spent a lot of valuable time troubleshooting issues within the product rather than focusing on automating procedures. This inconsistency led to delays in activating and deactivating accounts, reducing productivity and exposing the school district to risks.

Evaluation and Selection of NIM

The school district sought a reliable alternative after encountering issues with its current system. NIM stood out for its stability, seamless upgrades, and dependable technical support, making it a clear choice over its unreliable predecessor. NIM quickly proved it could address the school district's current challenges within its onboarding and offboarding automation processes. NIM provided a "backbone" service for the school district's identity management infrastructure.

NIM allowed Pflugerville ISD to *"consolidate multiple products into a single management console, simplifying tasks while saving time and money on staffing resources."*

-Ben Smith
Infrastructure Architect, Pflugerville ISD

Key Product Highlights

Integration and Adaptability: Pflugerville ISD found NIM invaluable for its ability to integrate and automate the identity management process across various platforms, including Active Directory, Azure, and Google. This was one of the main reasons the school district chose NIM. NIM has easily adapted to new and altered user management policies within the school district.

Enhanced Efficiency and Productivity: By eliminating the need to troubleshoot and resolve issues within the system, NIM significantly boosted efficiency and productivity within the school district. Smith stated that NIM allowed Pflugerville ISD to "consolidate multiple products into a single management console, simplifying tasks while saving time and money on staffing resources." Automation processes that previously ran once every 24 hours could now be executed every 15 minutes, showcasing the tangible impact of NIM on operational efficiency. There hasn't been anything that the school district has not been able to accomplish or automate by using NIM.

Security Enhancement and Compliance: Since Pflugerville's IT department was able to increase its automation efficiency with NIM, they were able to have tighter control over account deactivation, overall enhancing security measures within the school district. NIM's automation and reporting capabilities allowed the school district to eliminate the number of stale accounts and gave them the control to ensure no over-provisioned permissions.

Consultancy and Support

Throughout the implementation process, Tools4ever's customer support proved responsive and efficient and helped alleviate concerns about resource constraints at the school district. Tools4ever handled all the tasks and completed everything within the required timeline. Pflugerville ISD was impressed with the NIM consultants' seamless implementation and ongoing support, highlighting its commitment to customer satisfaction.

Future Outlook and Endorsement

Pflugerville ISD envisions NIM supporting its long-term goals and strategies as a reliable backbone service. With its proven reliability, effectiveness, and scalability, the school district wholeheartedly endorses NIM to similar organizations seeking to streamline identity management operations.

Conclusion

The integration of NIM marked a significant milestone in the school district's journey toward efficient and secure identity management. By addressing operational challenges, enhancing security measures, and driving efficiency gains, NIM emerged as a transformative solution, empowering the school district to navigate the complexities of identity management with confidence.

Smooth Transition, Superior Solution

Yukon Public Schools
Yukon, OK

When Yukon Public Schools learned their existing identity management solution was being phased out, they faced the challenge of replacing a system they had come to rely on. Rather than settle for a quick fix, the district conducted a thorough evaluation, and NIM emerged as the clear choice. With flexible customization, in-house support, and enhanced security, NIM delivered exactly what Yukon needed. The result: a smooth transition, fewer manual processes, and a more secure, future-ready environment.

Client
Yukon Public Schools

Challenge
The school district's current identity management solution was being phased out, and they needed to find a replacement.

Solution
NIM was selected as the new identity management solution because it not only matched but enhanced their onboarding and account management processes while providing more features and greater control over application management.

Products and Connectors
NIM, Active Directory, PowerSchool, Tyler Technologies, and Google Cloud Directory Sync (GCDS)

Result
NIM addressed the need to replace the sunsetting system while adding value through enhanced features and capabilities.

Introduction

The transition to a new identity management solution can be daunting for any organization, especially when the existing solution is being phased out. This case study explores the integration of NexGen Identity Management (NIM) into Yukon Public Schools. We will explore the challenges encountered, the evaluation and selection process, and the impact NIM has had on the school district's operations.

Challenges Before NIM

Yukon Public Schools relied on Mizuni, an identity management solution, to automate their account management needs. However, that product was being phased out by its provider. This resulted in the school district needing to find a new solution that could pick up where Mizuni left off, but also enhance their onboarding and account creation processes, provide additional features, and have greater control over application management.

Evaluation and Selection of NIM

The selection process was thorough, exploring several potential solutions. NIM distinguished itself with its advanced features and extensive control capabilities. Positive sales interactions and an impressive technical demonstration showcasing NIM's customization capabilities and robust on-premise support also greatly influenced the choice. The school district particularly appreciated NIM's commitment to comprehensive support and the flexibility to manage the software in-house, minimizing the need for ongoing external assistance.

"[NIM] is helping us continue and enhance our onboarding and account creation process since we lost our prior vendor and needed a viable solution that provided even more features."

-Matt Lowry
IT Network Systems Engineer, Yukon Public Schools

Key Product Highlights

Integration and Adaptability: NIM seamlessly integrates with Yukon Public Schools' downstream systems. The school district uses Tyler Technologies for human resources management, which efficiently connects to NIM via CSV files. Additionally, NIM integrates with PowerSchool, the district's Student Information System, using an API connector. Both connections feed into the district's Active Directory, which links to Google Cloud Directory Sync (GCDS) to facilitate downstream account management. This adaptability has streamlined user management and smoothly accommodated the district's evolving policies.

Enhanced Efficiency and Productivity: Features such as onboarding, password reset, and role generation tools have drastically reduced manual work, freeing up the IT departments to concentrate on more strategic initiatives. Additionally, NIM Apps have enabled the HR Director to independently manage temporary employee suspensions, calling on the IT department only when necessary. This delegation of responsibilities to non-IT staff has streamlined operations and improved response times.

Security Enhancement and Compliance: Although Yukon Public Schools has only recently implemented NIM, they plan to enhance their security measures using the software. The district intends to transition specific technical users from the Domain Admin level to managing certain functions through NIM Apps. This shift will improve security by minimizing the need for widespread admin privileges and strengthening the district's overall security stance.

Consultancy and Support

The district had a quick turnaround request for the implementation of NIM. The Tools4ever consultant not only completed the implementation process within the needed time frame but also educated the school's IT department on its intricacies. This approach helps the IT Department to not have to depend on constant support for future modifications, thereby reducing support tickets and enhancing operational autonomy.

Future Outlook and Endorsement

The school district believes that NIM will continue to play a critical role in its long-term strategic goals. Matt Lowry, the IT Network Systems Engineer at Yukon Public Schools, stated that NIM "is helping us continue and enhance our onboarding and account creation process since we lost our prior vendor and needed a viable solution that provided even more features." The positive experience and robust features of NIM have earned the recommendation of Yukon Public Schools to similar organizations in need of dependable identity management solutions.

Conclusion

NIM has proven to be a robust solution that not only addressed the immediate needs of replacing an outdated system but also added substantial value through enhanced features and capabilities. The successful integration of NIM has resulted in improved operational efficiency, better security practices, and a high degree of adaptability to changing organizational needs within the school district.

Advantages

Integration and Adaptability

NIM seamlessly integrates with a wide range of downstream systems, including Active Directory, Azure, Google, PowerSchool, and Tyler Technologies, for both SIS and HR management. These connections support streamlined data provisioning and downstream account management via tools like Google Cloud Directory Sync (GCDS). Its adaptability enables school districts to efficiently manage evolving user policies, accommodate organizational changes, and enhance security while reducing manual effort and improving operational consistency.

Enhanced Efficiency and Productivity

NIM significantly boosts operational efficiency by automating user management tasks such as onboarding, password resets, and role generation. This reduces manual data entry, minimizes errors, and improves data integrity. Automation processes that once ran every 24 hours can now be executed every 15 minutes, saving time and decreasing staff workload. Additionally, features like NIM Apps empower departments like HR to independently manage tasks, such as temporary employee suspensions, freeing up IT resources to focus on strategic initiatives and other critical projects.

Security Enhancement and Compliance

NIM strengthens overall security by automating account deactivation, promptly revoking access for former employees, and reducing the risk of stale accounts and over-provisioned permissions. Its proactive approach to access management has earned recognition from cyber insurance providers for its effectiveness in safeguarding sensitive data and maintaining compliance. Additionally, districts are enhancing their security posture by transitioning technical users away from broad Domain Admin privileges to more controlled management through NIM Apps, minimizing exposure and reinforcing secure access practices.

Reliable Support and Implementation

Tools4ever provides exceptional support throughout the NIM implementation process, with dedicated consultants who work closely with school IT teams to ensure timely completion and seamless integration. Their personalized approach fosters a deep understanding of the product, enabling the creation of customized workflows tailored to each district's needs. Empowering IT staff with the knowledge to manage NIM independently, Tools4ever reduces reliance on external support, decreases future support tickets, and enhances long-term operational autonomy.

Identity & Access Management Built for Education

With Tools4ever's IAM solutions, school districts and educational institutions gain the visibility, security, and efficiency they need to thrive. From automating student and staff account provisioning to enforcing secure, role-based access controls, our solutions lighten the load on IT teams while strengthening compliance and data protection.

Ensure that only the right students, teachers, and staff have timely access to the right systems, no matter how often roles or enrollments change.

Because in education, protecting access to student data and instructional tools isn't optional, it's essential.
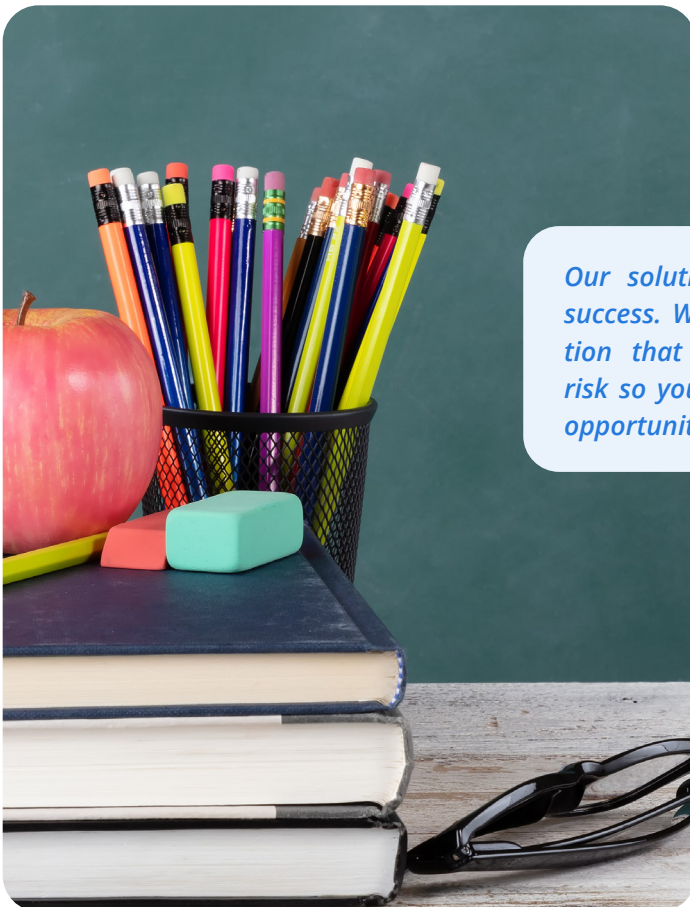
Our solutions help reduce worry and enable success. We create seamless access to information that improves productivity and reduces risk so your school district can realize all of its opportunities.