

User management services for global automotive supplier

User provisioning and deprovisioning, delivered within a managed service contract that allows for high performance and high efficiency.

Overview _

Client:

Worldwide automotive company (components and parts supplier)
> 30000 employees
USA

Business case:

+ Execute large amounts of user provisioning and deprovisioning operations, in a performant and cost-effective way.

Industry _

- + IT
- + Automotive
- + Manufacturing

Services _

- + Managed services

Project type _

- + System administration services

Technology _

- + SAP
- + ActiveDirectory
- + ServiceNow
- + Sharepoint
- + Office365

Description _

User provisioning and deprovisioning services: new user creation, changes for the existing users, deactivations. To be handled for the following systems:

-
- + Active Directory
- + SAP
- + Each task is added in a ticketing system. An individual ticket is created for each new user, change or deactivation.

Challenges _

Regular managed services usually do not involve technical challenges, but rather performance-related ones, such as:

-
- + Maintain consistent task solving ratio, despite occasional low speed and hiccups common to large corporate IT ecosystems.

Solutions _

We met client's high expectations with straightforward solutions:

-
- + Clarify and optimize the processes.
- + Provide accurate statistic reporting and analysis regarding the service level.