

Automating Onboarding & Offboarding for Enhanced Efficiency

Industry: Real Estate and Entertainment
Company Size: 10,000+ employees



Business Problem

The client faced operational inefficiencies due to inconsistent employee data, delays in access provisioning, and non-compliance with security regulations. Manual onboarding/offboarding processes created administrative overhead, negatively impacted user satisfaction, and increased operational costs, exposing the organization to potential risks.

How Intertec Helped

Intertec addressed these challenges by implementing a SCIM (System for Cross-domain Identity Management) solution to automate and standardize the user provisioning and deprovisioning process. Key elements of the solution included:

- **Standardized User Data Management:** Implemented SCIM for consistent data across all systems, ensuring a single source of truth for user identities.
- **Automated User Provisioning:** Automated the creation, updating, and deactivation of user accounts, eliminating delays and reducing administrative overhead.
- **Improved Security and Compliance:** Ensured compliance with data protection regulations and enhanced security through automated access control.
- **Enhanced System Interoperability:** Enabled seamless integration and data exchange between different identity management systems and applications, even if from different vendors.

Business Outcomes Delivered

The solution transformed the client's identity management system, yielding the following outcomes:

- Improved Data Consistency, providing a single source of truth for user identities
- Standardized Protocol with SCIM API for efficient system communication
- Automated User Provisioning, eliminating delays and manual effort
- Enhanced Interoperability across systems, enabling seamless data exchange
- Strengthened Security and Compliance through streamlined access management