



ADHB finds cost-effective cure for provisioning headaches

By deploying Activate - a new rapid-ROI provisioning solution - Auckland District Health Board has not only dramatically reduced the number of days it takes to establish new user accounts, but has unlocked 20% more IT resources to devote to strategic projects.

In doing so, ADHB Networks Manager John Irving says Activate has improved information system (IS) services in an ICT environment that serves 11,000 users daily, across 23 different sites.

“For the cost of what we were quoted for other identity and access management products, Activate has delivered 80% of the benefits at 10% of the cost, time and energy to implement,” Irving says.

Project One Touch was conceived to address three key areas: desktop image deployment, user provisioning and user roaming. Key to the user provisioning stream was a reduction in the turnaround time for new login ids, permissions, access and delivery of applications, from up to 10 days to 2 days or less.

Activate was selected as the preferred tool for user provisioning, and it was

implemented as a way of devolving day-to-day computer administrative processes from the second tier support teams to the IS Helpdesk.

“We were being bogged down by simple provisioning tasks such as setting up new users and fulfilling password change requests. The turnaround time was reducing productivity across the organisation and inhibiting our ability to forge ahead with other projects,” says Irving.

As part of evaluation of similar products, Activate came out a clear winner. “When you added up licences, maintenance, deployment and further customisation and consultancy fees, the prices for other provisioning systems were bigger than Ben Hur.”

case study



“ We cut new user provisioning from ten days to just one day ”

John Irving,
Networks Manager
Auckland District Health Board

With much of the infrastructure, such as Microsoft BizTalk and SQL servers, already in place implementing Activate was quick and painless for ADHB. Irving says paying for licence costs and a short amount of consulting time from product founder Shaun Blackmore was insignificant compared to what some of the other commercial vendors were asking.

“For what this cost us the ROI was probably recouped in a matter of days.”

Initially Activate was used to streamline common IT provisioning tasks, giving the IS Helpdesk the ability to create accounts, change permissions and reset passwords.

For what this cost us the ROI was probably recouped in a matter of days.

“Simply transferring the new user set-up to the IS Helpdesk has made the difference to one whole person’s workload in our network management team. The work still has to be done, but now it has been moved to a more cost effective resource and new users are up and running in a day.”

With the taste of automated provisioning proving sweet the Project Team quickly extended the use of Activate, allowing the IS Helpdesk to turnaround requests for standard desktop applications and securely provision access to network folders.

The benefits to users and to the management of IT resources were immediate. By creating all the rules needed to set-up an account or deliver software to a desktop inside Activate, ADHB gets the process completed correctly first time, increasing user satisfaction and decreasing IT administration workload.

“Arguably you need to use around three or four different tools to provision an account and if the helpdesk person get distracted on another call, it is easy to do incorrectly. When that happens the task would inevitably arrive back with us and it could often take a long time to work out exactly what has been done wrong in order to resolve it.”

“Now that problem has disappeared. Every time an account is established, I know it is going to work – Activate creates the Exchange account, the home drive, the log-in script, the user name and the initial password. The worst that can happen is someone’s name is spelt wrongly.”

One of the key advantages of the product says Irving is the ability to implement progressively more sophisticated functionality in an incremental manner. Once his department had successfully automated basic provisioning he saw the possibilities in using Activate to manage other tasks, such as the automatic deployment of software.

In the past to install software a technician would go through a laborious manual process. Now all the software is packaged and available through Activate. The technician simply logs onto the Activate web interface, selects the appropriate software and with a few mouse clicks it is deployed to the right machine.

“The biggest win is consistency,” says Irving. “Now I know the thing was installed correctly because it was done by a pre-defined routine, not by some technician making up their own flavour of installation. It takes the manual aspect out of day-to-day processes and improves the quality of delivery.”



environment

- Primary Healthcare
- 11,000 Users
- 23 Sites

issues

- 10 day delay in establishing new users
- Over-worked senior IT support staff
- Manual processes creating errors and high rework

results

- New users provisioned in 1 day
- Freed up 20% IT resources for more strategic work

about activate

Activate automates and delegates common IT tasks to business users, allowing them to request and approve IT services online that would normally require a service desk call or other specialist support. In doing so it frees up service desk and IT department resources to concentrate on more strategic projects. User self-service functions range from simple tasks such as setting up a new user, password resets and management of groups lists, to sophisticated user self-provisioning of hardware and software deployment. Activate customers include Air New Zealand, Works Infrastructure, The Auckland District Health Board, Carter Holt Harvey, and Bosch Group, one of the world’s leading private industrial corporations.

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