



# **Ensim Unify Enterprise Edition**

**User Provisioning and Access Control Software**

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## Ensim Unify Enterprise Edition

Ensim Unify Enterprise Edition is a user provisioning and access control software suite that provides a secure framework for user provisioning, account workflow, and identity storage through delegated self-service web portals. Fully compatible with existing Microsoft infrastructure, Unify Enterprise is rapidly integrated with Active Directory (AD), Exchange, and mobile platforms such as Blackberry, Windows Mobile, and Good.

In this abstract we will discuss the increasingly complex landscape around user provisioning and how IT organizations at all levels are adapting to the challenge of providing mission critical services that meet the organizations security, compliance, and regulatory requirements.

### User Provisioning and Access Control Issues facing the CIO

Driven by compliance and security concerns, medium and large organizations have been struck by the high cost and growing complexity of providing user provisioning and access control for the collaboration infrastructure. Rapid changes to the employee base including the frequent use of contract employees and consultants add to this already complex puzzle. In addition, the growing use of mobile devices that contain sensitive corporate communication, documents, and contacts make it clear that security and compliance concerns now drive how users access the corporate collaboration infrastructure.

In addition to corporate governance, risk, and compliance support driving user provisioning and access control question for many organizations, collaboration in general is becoming a more complex provisioning process where a users access rights determine on a very fine grain basis what they can access. At some point in the distant past, all IT had to worry about was email. In today's environment, email is only one of a variety of messaging technologies that must be securely provisioned. This includes the growing variety of smart phones that have messaging capability and contain sensitive corporate data. The table below summarizes the key issues facing the CIO.

Issue	Requirement
Enterprise Security	Requires identity storage, role management, access control capability
Standard IT Policy	Requires granular provisioning workflow including change management policies
Compliance Requirements	Requires sophisticated auditing and reporting capabilities
IT Workforce Efficiency	Requires policy driven self-service capability

Ensim Unify addresses the issues mentioned above supplying a secure framework for user provisioning, account workflow, and identity storage, as well as audit and reporting requirements that can be rapidly integrated with existing Microsoft infrastructure including Active Directory (AD), Exchange, and mobile platforms such as Blackberry and Good.

Fully compatible with existing Microsoft infrastructure, Unify Enterprise bridges these requirements by providing a common policy framework that centralizes provisioning of key collaboration applications and devices through web-based services delegated as required to IT, HR, and end-users.

Unify Enterprise with snap-in modules guarantees implementation success for organizations that need vital provisioning services now.

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## Provisioning and Access Control Issues facing IT professionals

For years, IT departments have been told to do more with less. Their mandate: maintain legacy systems, implement new services, reduce costs, and demonstrate value to the organization by improving business processes. This has proven to be a daunting set of demands with roughly 80% of the IT budgets spent on maintaining legacy systems. The remainder is used to deploy new applications, which are essential to delivering a rich collaboration environment and increasing employee productivity.

With Ensim Unify installed, those percentages change dramatically. With Unify, IT establishes system-level policies that off-load repetitive tasks (creating new user accounts or modifying / deleting existing ones, resetting passwords, changing distribution lists, provisioning mobile devices etc.) to the appropriate department or the users themselves. A list of the specific issues facing IT includes:

- **Streamlining basic IT management tasks:** IT administrators spend at least 40 percent of their time on basic configuration tasks such as provisioning and de-provisioning employees, resetting passwords, managing distribution lists, and so on.<sup>1</sup> These simple tasks are important to employee productivity, but they are usually performed manually or via scripts that need to be run for each task. IT administrators need a way to automate or delegate these basic tasks so they can focus their expertise on more appropriate strategic initiatives.
- **Maintaining control and security:** Many basic IT management tasks require root access to servers and often these tasks provide no audit trail and cannot be tracked. The lack of an audit trail exposes the enterprise to operational, security, and compliance issues. To minimize the risk, tasks that require root access are usually performed by senior administrators despite the routine nature of the task. This is clearly not the best use of valuable and limited IT resources.
- **Standardizing service provisioning and configuration:** IT administrators often differ in their individual methods and processes. Unless standard procedures are followed and enforced, this can lead to havoc in an organization. For example, it is not uncommon to find users whose accounts have several variations of their username alone. Enterprises need a way to ensure that multiple administrators always perform tasks in the same standard, efficient, safe, and secure manner and that these tasks are capable of being delegated at the appropriate level.
- **Increasing employee productivity:** IT administrators implement systems and solutions that are vital to increasing employee productivity. Requests for basic changes to employee accounts, however, are often handled through help-desk or change-request systems. This process can take from half a day on average to complete those requests. This dramatically reduces employee productivity and increases angst with the IT department. IT should have a way to improve response time or provide a way for the employees to manage the more mundane aspects of their accounts themselves.
- **Enabling the mobile workforce:** With an increasing move to smart phones (those with messaging capabilities including push email) that come in a variety of flavors and standards, administrators are being asked to manage several mobile environments, from Windows Mobile to Blackberry to Good Technology. Often, each system is managed independently in a "silo," and each system demands different skills. The configuration and maintenance of these different devices further complicates the picture for IT and increases the workload. In addition, these very mobile devices often contain very sensitive corporate data. Loss or theft of the device without the ability to lock or wipe remotely can constitute a major breach of corporate security.

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<sup>1</sup> Meta Research Group

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## Ensim Unify Addresses the Challenge

With companies spending the vast majority of their IT resources managing the legacy infrastructure, the ability to positively impact productivity and meet business objectives is diminished. Ensim Unify offers a secure alternative for organizations to shift the legacy management burden where user provisioning and access control are concerned to an integrated provisioning system capable of addressing the challenges and risks faced by system administrators, IT managers, and CIOs. Unify delivers security, control, and compliance in a turn-key, flexible software suite that, through its web services APIs, is extensible to both future and legacy systems. Unify replaces the spiraling costs of consulting projects, the inflexibility (non-relational) of do-it-yourself scripts and impossible to standardize manual processes with extensible, compliant and secure user provisioning across the collaboration infrastructure.

## Unify optimizes IT management

With a core focus on the collaboration and messaging infrastructure, Unify streamlines provisioning and access control of these mission-critical applications that are used by nearly every employee. Unify's solution includes:

- **Provisioning automation:** Unify automates the provisioning and de-provisioning of users (including status changes) across the applications they use. It enables the specified IT system administrators to perform complex operations that follow accepted corporate standard with a single mouse-click versus the tedious, error prone process of performing the same task through native tools. Unify is 8 times faster than manual processes and 4 times faster than using scripts to complete the same tasks. With Unify, administrators can provision as many applications as required using the Web management center or directly from their ERP systems.
- **Control and security:** Administrators can automate group and user provisioning via customizable templates that enforce standard corporate IT policy and procedures while providing a complete audit trail that meets compliance and security requirements.
  - **Consistent provisioning policies:** By managing infrastructure through a single portal, enterprises ensure that corporate security policies are maintained throughout the environment.
  - **Tracking and enforcing of capacity management:** Robust resource allocation and tracking enables IT to easily manage the collaboration infrastructure. For example, administrators can choose to receive email alerts that notify them when servers or mailboxes reach threshold usage amounts. They can then take action before capacity limits are reached. Additionally, the system can keep provisioning users to new resources based on pre-selected preferences.
  - **Error recovery and roll-back:** Each action taken through Unify is tracked and can easily be monitored by administrators. If an error has been made, Unify can be restored to a previous safe state thereby maintaining transaction integrity.
- **Delegated IT administration:** IT management tasks can be delegated to junior IT administrators, whose user roles determine their system access privileges. For example, a junior administrator could have a role that enables him to manage mission-critical applications without interacting directly with back-end servers. Unify provides detailed tracking of each action performed through the Web portal, ensuring administrator accountability. This template driven process also applies when creating user accounts, senior administrators can choose from among default user roles, or create custom roles as required.

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- **Employee self-service:** Self-service has become a cornerstone for managing IT workload. Unify allows employees to safely manage specified tasks, saving IT the burden of handling repetitive requests such as password resets, distribution list management, and email forwarding. Using Unify, end-users can be given the ability to:

- **Reset passwords:** With 40 percent of IT time spent on basic maintenance tasks such as password changes, Unify enables employees to easily set-up a password reminders and to update them at will. Additionally, the same username and password can be used for all applications managed by Unify, further simplifying password management issues.

- **Configure the Outlook email client:** For each new employee or migration to an updated application, IT generally needs to touch each desktop in order to configure email clients, such as Outlook. Unify provides a user-friendly self-configuration tool allowing employees to easily set-up their own client and start using it right away. For increased productivity, the user interface provides a Quickstart Guide which helps users set up their own services and devices.

- **Manage distribution lists:** Using native Exchange tools to create and manage distribution lists requires system access. So it is usually done only by the highly skilled Exchange administrator, whose expertise would be better directed toward more strategic IT initiatives.

With Unify, employees can easily create and manage their own “smart distribution lists” –based on a directory attribute or a logical combination of several attributes. Once a list is set up, Unify automatically keeps it up-to-date by periodically adding users who meet the membership requirements.

- **Extensibility:** Unify’s standardized user interface includes Web Parts and a Web Services API, so enterprises can easily integrate a variety of third-party applications in order to further improve centralization of management.

## **Mobile workforce enablement**

The ability to manage a variety of mobile systems, such as BlackBerry, Good Technologies, and Windows Mobile, is essential for enabling the global workforce. Unify enables administrators to meet the growing demands of the mobile industry by providing a central management system for the mixed mobile infrastructure. Through Unify, administrators can provision and manage all the servers and resources required by each system as well as provision, configure, and manage users.

Further, administrators can specify settings for configuration files, service providers, and other mobility options from the same central interface. Finally, end-users can manage their own mobile devices based on secure, pre-configured templates and settings from a familiar web interface.

To minimize device downtime, Unify enables mobile device configuration and updates to be done “over-the-air,” without requiring any action from the end-user. In addition, the contents of lost or stolen devices to be remotely “wiped” so that sensitive information does not fall into the wrong hands. These features increase efficiency, reduce device downtime, and safeguard information.

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## Why Ensim?

Ensim Unify has been co-developed and co-marketed with Microsoft since 2003 and administers over 1,000,000 users today. A Microsoft Gold Certified Partner, Ensim maintains strategic partnerships with many leading infrastructure vendors including Research In Motion (BlackBerry), Good Technology, Hewlett-Packard, Accenture and Siemens among others.

## For more information

For a demonstration or more information, call us today at +1-877-693-6746

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