

Brussels Airport integrates OMNITRACKER with MS System Center Orchestrator

Automation of internal Identity/Access Management process



Brussels Airport Company

Branch:

Airport

Shareholders:

Belgian state (25%)

Private Investors (75%)

Employees:

750 employees

Conclusion

“By integrating OMNITRACKER and MS Orchestrator, we have increased the efficiency of our IT organization significantly. Human IT Administration tasks are now minimized and automated. This results in shorter process timing, significantly increased quality, improved customer satisfaction and, last but not least, lower costs.”

- **Christophe Counard**,
Change and Request Manager at
Brussels Airport Company

The Customer

Brussels Airport is one of the largest airports in Europe, handling 19.1 million passengers and 430,000 tonnes of freight annually. It is operated by Brussels Airport Company. The shareholders are the Belgian State (25 percent) and a consortium of private investors (75 percent).

BAC chose OMNITRACKER over other ITSM tools last year due to its versatility. Via the OMNITRACKER IT Service Management application, BAC supports all ITIL processes. Apart from the very mature process applications which OMNINET provides, also the flexibility of the OMNITRACKER platform and its extensive interfacing capabilities were important factors for BAC to choose OMNITRACKER as their Service Management tool. BAC is a performant IT organization that saw technical and functional opportunities with the integration of OMNITRACKER in its infrastructure.

Identity Management

For BAC, an important internal process is Identity/Access Management. Before OMNITRACKER, BAC established a fully manual process for Access requests, which could be requested via their extranet. This request was then further processed by internal BAC people who all needed to perform several manual actions before the request was approved and access was granted.

Integration with MS Orchestrator

BAC was aware of the quick wins automation could offer and decided to implement this process in their new OMNITRACKER environment.

When BAC implemented OMNITRACKER, already the possibilities were discussed to make this Identity Management process more efficient by implementing it within their OMNITRACKER environment and integrating the OMNITRACKER Identity Management process with Microsoft System Center Orchestrator. This is a workflow automation tool, offering runbook automation (RBA) functionality. Runbooks contain the instructions to automate tasks, execute processes, or perform routines that normally a human person should perform.

This means an organization can define, build, orchestrate, manage and report on workflows in its system and network operations. A runbook process can interact with all types of infrastructure, including applications, databases and hardware. With MS System Center Orchestrator, workflows can be automated which will reduce the amount of manual interventions.

To make the Identity/Access Management process more efficient, BAC decided to integrate OMNITRACKER with Orchestrator. Access Requests are processed in OMNITRACKER, which in its turn can direct MS System Center Orchestrator to launch jobs and automatically create Access accounts.

Benefits

Implementing the Identity Management process within OMNITRACKER and integrating with MS System Center Orchestrator, has given BAC a lot of advantages.

The first quick win that has been realized is increased efficiency, leading to a major decrease in turnaround for Access request handling. More added value has been created through the automation of communication, account creation and ticket handling. Establishing a framework with OMNITRACKER also led to an increase in data quality and follow up and a decrease in cost compared to the previous ITSM solution.

By automating this process, they have increased the general efficiency of the process significantly, reducing the time to fully process access requests from over 7 working days to 120 minutes and reducing the amount of manual human tasks to a minimum. The process also includes fully automated communication and automated approval mechanisms.

Also, since OMNITRACKER is their only data source, BAC now has a better overview of all Access Requests. They can easily find all relevant information in OMNITRACKER, also concerning external registered users, and are now able to (automatically) report on all Identity Management requests.

Future extensions

BAC recognizes the added value this brings to their business and is also looking to integrate other processes, such as their 'New Employee' and 'End Employee' process. Also the automated deployment of standard applications, groups, access and folder rights will be implemented within OMNITRACKER in the future.

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