

# Identity Management with OMNITRACKER

## A drastic feeling of relief for Service Desk



### SoCura GmbH

#### Industry:

Malteser Business Service,  
Maltese Group Shared  
Service Center

#### Products:

Professional IT, accounting and personnel administration services provided to over 65,000 full-time and volunteer employees at the 700 Maltese locations in Germany and other facilities in the healthcare, welfare and non-profit sectors.

#### Employees:

160

#### Quote

"Thanks to its modular concept, OMNITRACKER constitutes a very powerful tool that helps us meet the needs of a growing organization by implementing complex processes both efficiently and economically."

(Patrick Rischar,  
IT Service Management)

### Task

Since 2010, OMNITRACKER has been successfully used by the Maltese Group's IT Department. In mid-2012, the SoCura GmbH decided to use OMNITRACKER in order to administer the directory service Active Directory (AD).

The decision was based on a product screening of various specialized providers in the field. However, this would have led to unacceptably high costs, partly for each AD entry, among other reasons.

SoCura supervises many offices in Germany – changes to employees user profiles, notably adjustments, have so far been conducted on paper and handled manually. The goal was to introduce an efficient Identity Management strategy, including the transition from the previous processing method with MS Word forms to workflow-based processes using the well-proven OMNITRACKER automatism.

In the future, requests should be created by the offices themselves via OMNITRACKER Web Gateway, with all necessary information being progressed systematically and completely. Through an approval process, it is ensured that the new user receives all required access and use permissions. Upon approval, OMNITRACKER will automatically create a new user in the AD, change his/her access permissions and/or reset the single sign-on password.

*"We want to expand OMNITRACKER as the leading system step by step, as opposed to our 'Active Directory'. Our Service Desk employees will be noticeably relieved from routine tasks", says Patrick Rischar, Customer Project Manager.*

### Solution

The already existing ITILv3-certified "Request Fulfilment" process in the OMNITRACKER ITSM Center is being used as a base, from which the forms for recording and processing requests were adjusted, and the workflows simplified. Change requests should be accepted within Windows and the Web client.

For self-service processes, an existing central web address chooses various types of applications in the support portal via a

shortcut. These requests include new user creation, permission changes, password resets, application, modification and viewing of mobile phone contracts, as well as mobile phone incident reporting, i.e. a defective mobile phone. The mobile phone interference service will be operated as a fully-automated process by both SoCura and the mobile service provider.

The automatically filled OMNITRACKER forms replicate existing MS Word forms, electronically and step-by-step. Users and Service Desk employees do not generally need to adapt to a different structure of information to be entered. Mandatory fields ensure that all necessary information will be included. Approvals to be obtained by a competent supervisor will now be simplified through a change of responsibilities and connected email notification.

In addition to the form redesign, the new automatism were implemented. These access the existing information in the AD, which will be synchronized by a nightly import / export with OMNITRACKER, including usernames, user home account, initial passwords, and authorizations for the use of certain software or network drives.

Upon generating and storing all the information in OMNITRACKER, it will be automatically printed and forwarded to the user as an "initial letter" based on a SAP Crystal Report.

After close examination, the Identity Management and the Mobile Contract Management functions could be transferred to the production environment in compliance with the planned budget and time frame.

### Forecast

The reuse of process components and contractually guaranteed release compatibility encourage business process development within the Maltese Group.



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