



## LINCOLN COUNTY SCHOOL DISTRICT SECURES THE DIGITAL CLASSROOM AND CONNECTED ENVIRONMENTS



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*Steven Hoyle,  
Director of IT Services,  
Lincoln County Schools*

### THE CHALLENGE

IT professionals at today's public schools face their share of headaches. "The first of the semester was awful. I spent days activating or adding new students or staff," says Kathy Houser, System Technician at Lincoln County Schools in North Carolina. Kathy is part of a small IT team that manages 12,000 students and 2,000 staff members across 25 schools.

The problem: How do you get everyone online and seamlessly connected to both on-premise and cloud applications, without adding incremental staff and custom solutions to address the resulting identity and access management (IAM) requirements?

In addition to password management challenges, Lincoln experienced data discontinuity. Each new hire went to HR and then the finance department for paperwork, resulting in duplicate information and additional work for both staff and students. "We would create each user account in Active Directory, along with their accounts, in all the systems they used," explains Steven Hoyle, Director of Information Technology Services, adding, "It was a nightmare with 12,000 students."

### 'WE WANTED TO DO SO MUCH MORE'

To manage user accounts and access various cloud-based education applications. Every district or Local Education Agency (LEA) has the option to complement the state IAM system with their own local deployment of RapidIdentity. As long as the contract is in place, the RapidIdentity software is free to all LEAs, they only need to pay for any implementation services required for integrations or customizations.





"We wanted to do so much more," says Steven. For example, Lincoln wanted to link homeroom teachers and students in the library system, customize phone systems with extensions that would automatically appear in Outlook with titles, and create email groups, such as all high school English teachers. Further, Lincoln wanted greater agility and control to implement something new, on the fly, without waiting to see if it fit standardized state plans. It was clear, Lincoln's vision required more user data points and greater integration capabilities than the state system was configured to provide.

### SECURING DATA, BOOSTING PRODUCTIVITY

"When we saw that RapidIdentity could link data from our internal systems, populate Active Directory, and automatically create accounts with the right destination systems and security accesses, we just said 'wow,'" says Steven.

After learning that RapidIdentity would free up IT resources and empower users to manage their own password resets, as well as accomplish their email group goals, Lincoln decided to move forward with a local implementation.

For the initial install, five systems were chosen: Active Directory, Microsoft Exchange Mail, Google Apps, Microsoft Office 365, and Follet Destiny, a library system. Along the way, they have added new apps, giving students and teachers user-friendly access to a growing list of technologies.

### REALIZING SIGNIFICANT BENEFITS

With RapidIdentity managing accounts in Active Directory and remote systems, Lincoln can enforce a user life cycle that tracks identities and access, enabling IT to focus on other priorities. "I make better use of the people I have, so I can better serve my schools," says Steven.

Now, when students and teachers get added to internal systems their Active Directory, email, Google, and other accounts are automatically created on day one without any involvement from IT. And, when HR terminates a user, the identity system automatically purges data.

"We fully integrated all of our apps, automated processes, ensured compliance, reduced costs, saved storage," says Steven. "We're very pleased with it and wish we had done it a long time ago. It's been transformational."

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**Are you ready to learn how Identity Automation can help your organization streamline identity management and boost security?**  
**Contact us at [sales@identityautomation.com](mailto:sales@identityautomation.com) or 877-221-8401 to request a demo today.**