LONE STAR COLLEGE SYSTEM

RapidIdentity

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>
> *With Identity Automation's RapidIdentity, we saw a very robust product that was easy to manage and wouldn't require adding any staff.*
>
> Link Alander,
> Vice Chandellor & CIO
> Lone Star College

Located throughout the North Houston metro area, Lone Star College (LSC) is the nation's fastest-growing community college system with 90,000 students and 6,000 employees across seven campuses, eight satellite centers, five program-specific centers, two system offices, and two university center locations.

The Challenge

In 2008, Lone Star College (LSC) started its search for an identity and access management (IAM) solution that would simplify the college's onboarding process.

"We're constantly onboarding new students," says Link Alander, Vice Chancellor and CIO, Lone Star College. "And with our prior IAM solution, it was an overwhelming burden." LSC's IT infrastructure, based on legacy Oracle technologies and scripting processes, made it difficult to manage accounts with speed or efficiency. This was further complicated by a large, transient user population of students and adjunct teachers that flowed in and out of the system, often taking multiple semesters off and then returning.

In addition to improving onboarding, the new IAM solution needed to be easy to manage, provide secure student logins, and enable a future-forward platform for cloud services and applications. Furthermore, this IAM solution had to be implemented in three months to coincide with a new ERP deployment.

The Solution

After conducting a complete solution review with Gartner that looked at all the major players in the market, Identity Automation stood out as the only solution that could meet all of LSC's needs.

Within three months, RapidIdentity was implemented, meeting LSC's deadline and fulfilling the need for a modern IAM solution that could automate identity lifecycle at a massive scale.

The Result

Identity Automation provided Lone Star College with:

- **Real-Time Provisioning:**
  Now the process is automated for students, staff, adjunct professors, and even library and computer lab guests. When students register, they have immediate access to the college's network and wireless systems, as well as class-specific files and apps and online file storage. As a user's status changes in the Student Information System (SIS), RapidIdentity automatically moves them into new groups with the correct permissions.

- **Expanded Services:**
  LSC is now able to introduce and manage more SaaS offerings and provide a better user experience for students, with no incremental burden for IT.

- **Easy Account Creation for Adjunct Professors:**
  Alerts instantly notify the employee and supervisor that an account has been created with all network, system, application, and facility access granted.

- **Self-Service Password Reset:**
  Help desk calls dropped from 90,000 to 45,000 per year, representing a soft cost savings of more than $400,000 per year.

- **Reduced License and Subscription Expenses:**
  Real-time provisioning ensures LSC is only paying for licenses in use, reducing the license creep that occurs when accounts are not deprovisioned.

RapidIdentity has fulfilled all of LSC's requirements at a lower cost and with less staff to manage. "With such a large, complex organization, our goal is to keep IT as simple as possible," says Alander. "RapidIdentity definitely helped us do that by streamlining and automating all of our manual and scripted identity management processes."

And with the new solution, LSC is poised for the future. "With RapidIdentity, we now have a modern IAM solution that enables us to grow with a lot more technology in the classroom, while adding security access controls, like multi-factor authentication for privileged accounts."

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> *What we have is ideal. Identity Automation enabled us to dirve workload efficiencies and cost savings while dramatically improving the experience for student and staff.*
>
> Link Alander,
> Vice Chancellor & CIO
> Lone Star College

IDENTITY AUTOMATION