CASE STUDY: DIRECTORY MANAGER

Addressing user account management issues at LTH Hospitals

Lancashire Teaching Hospitals NHS Foundation Trust (LTH) looked to extend their usage of Active Directory (AD) by implementing products based on the technology. A Managed Print Solution was one example, enabling users to print anywhere and allocate print costs to departments. To work effectively, the accuracy of user information in Active Directory was of paramount importance.

Welcome to
Royal Preston Hospital

Lancashire Teaching Hospitals **NHS**
NHS Foundation Trust

Linking ESR to Active Directory

The LTH Active Directory contained many redundant user accounts that had accumulated over time due to ad-hoc leaver notifications from departments. These redundant accounts greatly increased the license costs of the managed print solution and other planned projects. LTH also lacked the required department data in the directory and had no method of updating existing accounts with this information or maintaining it in the future.

Implementing automated provisioning to improve AD management

LTH looked for a solution that would improve Active Directory management, controlling user data, identifying redundant accounts and importantly, ensure accuracy in the future.

Having worked with BDS Solutions for many years, LTH were quick to identify that Directory Manager would meet their objectives.

Directory Manager provides improved security

LTH implemented Directory Manager to link ESR to Active Directory and also provide a web-based portal for managers and Service Desk staff to request user accounts for those not in ESR.

Directory Manager quickly introduced the following benefits for LTH

- **Automation of Active Directory starters and leavers process, replacing the previous time consuming intensive and unstructured methods.**

- **A web portal allowing staff to request accounts and allowing the Service Desk staff to move away from any day-to-day direct Active Directory management.**

- **All Active Directory users were now associated with accurate department information needed to introduce and facilitate a fully managed print solution.**

- **Quick identification and systematic disablement of redundant AD accounts, allowing the local IT team to improve security and reduce licence costs.**

The quick implementation of Directory Manager enabled Lancashire Teaching Hospitals NHS Foundation Trust to resolve their immediate issues and ensure a consistently managed Active Directory for the future.

"We are very impressed with the whole solution and the professionalism with which it was delivered, especially under tight timescales."

**Derek Jones
IT Infrastructure Manager**

ESR, HR or Payroll — Starters / Changes / Leavers → **Directory Manager™** → Create / Update / Disable → Active Directory