



Simple user management in Connections Cloud with enormous time savings



Mr Daniel Ramelet
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CLIENT OVERVIEW

Sika is a specialty chemicals company with a leading position in the development and production of systems and products for bonding, sealing, damping, reinforcing and protection in the building sector and automotive industry. Sika has subsidiaries in 97 countries around the world and manufactures in over 190 factories. Its more than 17,000 employees generated annual sales of CHF 5.75 billion in 2016.

- See more at:

<http://www.sika.com/en/group/Aboutus>

"Our challenges are the differences in the ways we work, the cultures and knowledge levels of our employees across the business.

We decided to use BCC AdminTool for Connections Cloud because we needed a central user management tool to help us with new registrations, deletion and editing of users, groups and mail-in databases. Our local IT departments required a simple web interface to manage those tasks.

Since the introduction of BCC's AdminTool for Connections Cloud we have been able to replace some of our self-developed tools and simplify our user management.

In terms of real savings we have taken our new user provisioning from a manual process, that could take up to 24 hours, to an automated process with AdminTool for Connections Cloud that now takes just 15 minutes! "

Daniel Ramelet - Sika

BUSINESS CHALLENGE

Sika developed an application to assist with hybrid user management, but was still having significant issues with performance and the amount of manual processing.

With the input, ticketing tool, and distributed administration, it would take a long time to process user's requests. Provisioning a new user could take more than 24 hours in some cases. All cloud changes (subscription, password resets, user changes etc.) were managed by a central administration team. This caused a bottle neck as all regional administrators were required to contact the central admin team for any cloud account related changes.

Typical administration requests included:

- User creation & deletion
- Renaming users
- Move in hierarchy
- Recertification
- Password resets
- Subscription allocation

In order for Sika to save time, they were looking for a solution that had the following requirements:

- The solution must be web-enabled and configurable and must conform to Sika's corporate identity
- The UI must be responsive
- Fields must have server side validation
- Key users/administrators should not have access to any configuration documents, passwords or certifier files and have no author access to system databases
- Mass import for new users
- Key users must have an overview of requests and are kept informed on the progress or issues with requests
- Each action that is executed is recorded in a log database

The BCC Solution

AdminTool for Connections Cloud (ADTC) offers centralized user management and administration, customizable user interface, security and logging features whether on-premises, hybrid or cloud only.

ADTC has been developed with additional security, restricting access to configuration documents, passwords and certifier files and this security layer maintains system integrity. All user ID's are automatically provisioned to the ID Vault in the cloud, without any additional input.

Product implemented



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The BCC AdminTool for Connections Cloud Solution

One of the main challenges that had to be addressed was a unified user interface for different types of users. Administrators and key users now have a single interface to create requests for user creation, deletion, renaming, password resets etc., with an overview of the status of any existing requests. Regional administrators only have access to the groups, users and mail-in databases assigned to their region which was not possible previously.

With ADTC deployed, key administrators now have a central view of pending requests and notifications of a request status. Regional administrators have a view of their own requests.

Tasks to process and check requests are fired automatically, the status of these tasks are reported back to the user interface at each stage. Conflicts and synchronization problems are flagged to enable a quick resolution of issues, negating the need for manual checks of each part of processing.

Sika is a global company with a large administration footprint. With centralized global configuration ADTC maintains security at all levels. Each region synchronizes centrally removing the need for individual documents to be edited. Pre-configured regional templates have been implemented to save the amount of input at user creation (or move in hierarchy) requests. Administrators can now manage the user life-cycle of their region while delegated security allows different levels of administration from user creation and full admin rights, down to password reset only.

Mass or bulk user imports or changes (such as a template change) are also possible now. Of course all changes are documented and logged giving an audit trail of each change or user request.

To satisfy the requirements for the user interface ADTC has been developed with a fully customizable web-enabled interface - with form, field and front end UI customization. Additionally all forms and fields have server based content validation, thus eliminating possible user input error.

The theme is also customizable allowing custom layout, colours and images all via a CSS file so that the application fits with the corporate identity.

RESULTS and ROI

- Delegated administration to local admins
- Web enabled UI
- Single point of entry for submitting requests
- Automation of tasks and additional validation for multiple step processes
- Simplified interface for providing complex technical work flows
- Administrators could return to previous roles instead of being Cloud User Admins

AdminTool for Connections Cloud significantly cut down the amount of time that Administrators were spending provisioning users and other related user management requests.

The input of the data only takes a couple of minutes and the tool takes approximately 15-20 mins to process/provision a new user (cloud permitting). A change request typically takes approximately 5 -10 mins. The person who owns the request does not need to worry about checking the status of each part of the process as the solution checks the status and reports back automatically. ADTC provides an easy overview for all the information in a hybrid or cloud only environment including: cloud subscriptions, policies, mail templates etc. Syncing conflicts between the On-Premises and Cloud systems are highlighted - cutting out the requirement for manual checks of each user. This has reduced support calls, as issues can be resolved before being reported to the helpdesk team.

All in all, AdminTool for Connections Cloud led to significant time savings, has simplified the process and the granular security has enabled delegated administration. The central admin team is no longer handling additional requests and support tickets.

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