



Government Organization Simplifies User Management Across Ministries with Hosting Controller

Simplifying User Management and Synchronization through
Hosting Controller's AD Connect Sync

Company Overview

The U.A.E government organization sits at the centre of growth. It serves as a government facilitator and is tasked with spearheading digital initiatives and modernizing government services to enhance efficiency and accessibility for citizens. It oversees various ministries, each with its own infrastructure and user management systems.

Business Challenge

As the organization embarked on its digital transformation journey, one of the key challenges it faced was the disparate nature of user management systems across different ministries. Each ministry operated its own Active Directory (AD) environment, leading to fragmented user data and inefficient administrative processes. The government facilitator sought a solution to centralize user management and synchronize multiple Active Directories to streamline operations and improve collaboration among ministries.

Solution

The organization deployed Hosting Controller's Active Directory synchronization tool to facilitate the synchronization of user accounts across multiple ministries. The tool provided robust features for centralized user management and seamless integration with existing AD infrastructures, enabling it to achieve its goal of standardizing user management processes.

Implementation Process

The implementation of Hosting Controller AD Connect Sync tool involved the following steps:

- ❖ **Assessment and Planning:** The government facilitator conducted a comprehensive assessment of the user management systems across ministries to identify gaps and opportunities for improvement.
- ❖ **Customization:** Hosting Controller collaborated with its team to customize the synchronization tool to meet the specific requirements and configurations of each ministry's Active Directory setup.



- **Industry:** Government and Public Sector
- **Headquarters:** U.A.E
- **Size:** 100-200 Employees
- **HC Product:** AD Connect Sync

Abstract:

The case study demonstrates how a government organization like the government facilitator under discussion, which is an organization tasked with digital transformation initiatives across various U.A.E ministries, can benefit from Hosting Controller's Active Directory synchronization tool to manage multiple Active Directories across different ministries efficiently.

Implementation Process

- ❖ **Deployment:** The synchronization tool was deployed across the organization's network, with tailored configurations implemented for each ministry to ensure compatibility and optimal performance.
- ❖ **Testing and Optimization:** Extensive testing was conducted to validate the synchronization workflows and address any issues or discrepancies. Hosting Controller provided ongoing support and optimization to fine-tune the synchronization processes for maximum efficiency.

Key Solution Benefits

By leveraging Hosting Controller's Active Directory synchronization tool, the public sector organization achieved significant improvements in user management across ministries

- ❖ **Centralized Control:** The organization gained centralized control over user accounts and access rights across multiple ministries, enabling better governance and compliance with security policies.
- ❖ **Standardized Processes:** Standardized user management processes were implemented across ministries, reducing administrative overhead, and ensuring consistency in user data.
- ❖ **Enhanced Collaboration:** Seamless synchronization of user accounts facilitated collaboration and information sharing among ministries, promoting interoperability and efficiency.
- ❖ **Scalability:** The synchronization tool proved scalable and adaptable to the evolving needs of the organization, supporting additional ministries and users as the organization expanded its digital footprint.

Conclusion

By deploying Hosting Controller's Active Directory synchronization tool, the G2G (Government to Government) organization successfully addressed the challenges associated with managing multiple Active Directories across different ministries. The centralized approach to user management enabled it to streamline operations, enhance collaboration, and drive its digital transformation initiatives forward, ultimately improving service delivery and citizen satisfaction.

AD Connect Sync Features in Use:

The public sector organization utilizes an array of AD Connect Sync features. The following are the features in use by the organization:

- ❖ User Synchronization
- ❖ Password Synchronization
- ❖ User Attribute Synchronization
- ❖ Group Synchronization
- ❖ Group Attribute Synchronization
- ❖ Group Membership Changes
- ❖ Contact Synchronization
- ❖ Sync Intervals
- ❖ Secure Transfers (LDAPs)
- ❖ Audit Reports



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We are bound by Non-Disclosure Agreements (NDAs) with our partners, which prevent us from disclosing their names and identities. Therefore, we are unable to provide the real name of the organization under discussion.

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