



Healthcare Software Provider Synchronizes AD Objects Between its Various Locations

Synchronizing identities, group membership, and passwords between various IAM targets.

Company Overview

The Dutch healthcare software provider is a leading supplier of the most complete ECD. Its mission is to connect everyone in the healthcare process through smart software. It is committed to an ECD ecosystem enabling everyone to work together smartly and safely. It facilitates better cooperation around the client by sharing the right information through its software, with the right person, at the right time. The software offers an integrated client view enabling doctors and patients to work together in a multidisciplinary manner.

Business Challenge

The software provider operates across multiple locations, each with its own Active Directory infrastructure. Its IT landscape consists of multiple Active Directory domains, each serving specific business units or client organizations. Synchronizing user accounts, passwords, and AD attributes across these disparate environments posed significant challenges, leading the Pluriform Care software provider to seek a solution to streamline its directory management processes. The provider faced the following challenges:

- ❖ Inconsistencies in user account provisioning and de-provisioning across different AD environments.
- ❖ Manual synchronization of passwords, leading to security risks and user inconvenience.
- ❖ Difficulty in maintaining consistency in AD attributes such as group memberships, profiles, and permissions.
- ❖ Time-consuming administrative tasks associated with managing multiple AD environments separately.

Solution

The real-time collaboration software provider recognized the need for a comprehensive synchronization tool that could automate the process of synchronizing AD objects across its various locations. After thorough research and evaluation, it opted for Hosting Controller's AD Connect Sync tool due to its robust features, ease of implementation, and compatibility with its existing infrastructure. The tool facilitated:



- **Industry:** Healthcare
- **Headquarters:** Netherlands
- **Size:** 2.6 K Objects
- **HC Product:** AD Connect Sync

Abstract:

The Dutch provider, a software developer of ECD ecosystems and healthcare products, faced challenges in synchronizing Active Directory (AD) objects between its various locations. To address this, the developer implemented the Hosting Controller AD Connect Sync tool, a robust solution designed to synchronize user accounts, passwords, security groups, and AD attributes seamlessly. This case study explores the software suppliers' journey, from identifying the need for a synchronization tool to the successful implementation and the subsequent benefits realized.

Solution

- ❖ **Seamless Synchronization:** The tool facilitated seamless synchronization of user identities, passwords, and AD attributes across multiple AD domains, ensuring consistency and uniformity in identity management.
- ❖ **Automated Provisioning:** Automated provisioning of user accounts and attributes minimized manual intervention, reducing the likelihood of errors, and improving operational efficiency.
- ❖ **Password Synchronization:** Hosting Controller AD Connect Sync Tool synchronized user passwords in real-time, enabling users to access resources seamlessly across different AD environments without the need for password resets.
- ❖ **Comprehensive Reporting:** Hosting Controller AD Connect Sync tool provided comprehensive reporting capabilities and business intelligence, enabling IT administrators to monitor synchronization activities, track changes, and troubleshoot issues effectively.

Implementation Process

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

- ❖ **Requirement Analysis:** The ECD supplier conducted a thorough analysis of its identity management requirements, including user provisioning processes, password policies, and AD attribute mappings.
- ❖ **Pilot Deployment:** The supplier conducted a pilot deployment of the solution in a test environment to validate its functionality, performance, and compatibility with existing infrastructure.
- ❖ **Production Deployment:** Upon successful validation, the ECD supplier deployed the solution in the production environment, carefully monitoring the synchronization process and addressing any issues or discrepancies encountered.
- ❖ **Training and Documentation:** The Dutch healthcare software provider provided comprehensive training to IT administrators and end-users on using the Hosting Controller AD Connect Sync tool, along with detailed documentation outlining configuration settings, best practices, and troubleshooting guidelines.

AD Connect Sync Features in Use:

The software provider utilizes an array of AD Connect Sync features. The following are the features in use by the provider:

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

Key Solution Benefits

The implementation of Hosting Controller AD Connect Sync tool yielded numerous benefits for the software provider:

- ❖ **Streamlined Directory Management:** Automation of synchronization processes significantly reduced the administrative burden associated with managing multiple AD environments separately.
- ❖ **Enhanced Security:** Automatic synchronization of passwords ensured consistent password policies across all locations, minimizing security risks associated with manual password management.
- ❖ **Improved Efficiency:** Time-saving features such as automated user provisioning and attribute synchronization increased operational efficiency and productivity.
- ❖ **Consistency and Accuracy:** By maintaining consistent AD objects and attributes across all locations, Hosting Controller AD Connect Sync tool ensured data integrity and accuracy throughout the organization.

Conclusion

The healthcare software provider's successful implementation of the Hosting Controller AD Connect Sync tool demonstrates the significance of efficient directory management in modern organizations. By automating synchronization processes and ensuring consistency across disparate AD environments, the Dutch provider has streamlined operations, enhanced security, and improved overall efficiency. As organizations continue to evolve, robust synchronization tools like Hosting Controller AD Connect Sync play a vital role in optimizing directory management processes and facilitating seamless collaboration across multiple locations.

Why AD Connect Sync?

The software provider uses AD Connect Sync for all the right reasons:

- ❖ **Simpler Implementation:**
HC ADSync is far easier to implement than other more complex options. Installing and configuring HC ADSync simply involves a few one-time configuration steps. HC ADSync is a simple service which requires an installation over the primary (or additional) domain controllers. Once installed, AD objects can be selected to initiate the sync process between the ADs.
- ❖ **Minimal Complexity:**
HC ADSync does not require a two-way trust relationship to be established between domains neither does it demand the added complication of deploying an ADFS infrastructure. No additional servers, SSL certificates or DNS entries are required.
- ❖ **Reduced Costs:**
Costs can be cut substantially by deploying AD Connect Sync. There are no additional costs to consider above those of the licenses whereas other more expensive alternates like ADFS require additional server licensing, SSL certificates, hardware costs and/or virtual infrastructure resources and consultancy costs.



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