



Saudi Operator Streamlines User Management Across Multiple Active Directories

Utilizing Hosting Controller's synchronization tool between source Active Directory instances and multiple other targets.

Company Overview

The leading Saudi operator provides a wide range of services, including internet, phone, and television, to residential and business customers in KSA and beyond. With a diverse clientele spanning various industries, the digital and telco leader operates in a highly competitive market where efficiency and customer satisfaction are paramount.

Business Challenge

As the telecom giant expanded its business offerings across over a dozen subsidiaries in various regions, managing user accounts across multiple Active Directory (AD) environments became increasingly complex. Each subsidiary had its own AD infrastructure, leading to siloed user management processes and increased administrative overhead. The telco needed a solution to centralize user management and synchronize multiple Active Directories efficiently to streamline operations and improve service delivery.

Solution

The telecom provider began to look for options. It chose Hosting Controller's Active Directory synchronization tool to automate the synchronization of user accounts across multiple Active Directories. The results were immediate and impressive. The tool provided seamless integration with the company's existing infrastructure and offered robust features for centralized user management.

Implementation Process

- ❖ **Assessment and Planning:** The telco conducted an in-depth assessment of its subsidiary base and its Active Directory environments to understand the scope and requirements of the synchronization project.
- ❖ **Customization:** Hosting Controller collaborated with the telecom company to customize the synchronization tool to accommodate the unique configurations and preferences of each subsidiary's Active Directory setup.
- ❖ **Deployment:** The synchronization tool was deployed across the company's network, with tailored configurations implemented for each subsidiary to ensure compatibility and optimal performance.



- **Industry:** Telecommunications
- **Headquarters:** Saudi Arabia
- **Size:** 160 Million + Subscribers
- **HC Product:** AD Connect Sync

Abstract:

The case study illustrates how a telecommunications company with a digital perspective, can benefit from using Hosting Controller's Active Directory synchronization tool to manage multiple Active Directories of its customers efficiently.

Implementation Process

- ❖ **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 telco achieved significant improvements in user management across its group of subsidiaries:

- ❖ **Centralized Management:** Gained centralized control over user accounts across multiple Active Directories, simplifying administrative tasks and reducing complexity.
- ❖ **Automated Synchronization:** User accounts, groups, and organizational units started synchronizing automatically between Active Directories, ensuring consistency and accuracy of user data.
- ❖ **Enhanced Customer Experience:** Streamlined user management processes translated to improved service delivery and responsiveness, enhancing the overall customer experience.
- ❖ **Scalability:** The synchronization tool scaled effortlessly with the telcos expanding customer base, supporting a growing number of Active Directory environments without compromising performance.

Conclusion

By deploying Hosting Controller's Active Directory synchronization tool, the telecom has successfully addressed the challenges associated with managing multiple Active Directories, streamlining user management processes, and enhancing operational efficiency. The centralized approach to user management has empowered the company to deliver superior services to its customers while reducing administrative overhead and ensuring compliance with industry regulations.

AD Connect Sync Features in Use:

The Saudi operator utilizes an array of AD Connect Sync features. The following are the features in use by the company:

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



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