



Starting a small medical practice out of a home in the 1960s, Central Utah Clinic has now grown to be Utah's largest independent physician group, comprised of more than 123 physicians who offer care in 21 specialties.

Scott Wells, regional sales manager at Namescape, talks with Erik Briggs, senior network engineer about the unique way Central Utah Clinic is using rDirectory to bring organization and control to multiple internal web applications. Using rDirectory's powerful role-based access and delegation, IT managers ensure that users have access to the data required for their jobs, and with appropriate rights, can modify Active Directory information, relieving IT and Help Desk staff of routine Help Desk calls.

**Scott:** Thank you for talking with us. First, how did you find Namescape and rDirectory?

**Erik:** We originally purchased rDirectory to clean up Active Directory and for the ease of allowing some of our users to edit AD data and keep it up to date. But then we decided we could also use the rDirectory framework to help us organize a lot of different sites we use internally.

So what I've done is embed our old intranet into the rDirectory framework. And along with that, we allow users to see their own profile, as well as a number of other internal web applications. For example, we have a wellness program where employees can track their exercise routine. Users can also access Exchange webmail, their spam filter and our blog, among other things.

The IT department has access to our Wiki, training server, remote support software and our Help Desk solution, so our Help Desk staff can view and submit tickets - all straight from within your framework.

We have used rDirectory to put all of these sites right at the user's fingertips.

**Scott:** So Erik, previous to rDirectory, did you have any way to delegate the management of all these various sites?

**Erik:** A couple of our smart guys created an in-house customized ordering website that uses the Microsoft Great Plains database, which we use for accounting. They integrated with Active Directory utilizing user groups to delegate permissions and were emailing me once every few days to either add or remove someone.

So I made a couple of templates using rDirectory and gave them access to this page. Now, they can easily see who has access and using their new permissions, can simply hit "edit," or "add," and make the necessary changes. I even added an email template on the back-end, so that I receive an email every time it happens.

Right there is a great example of the power of rDirectory allowing me to delegate users and have a role over an OU without having to go crazy in Active Directory, or install any of the Active Directory tools. It works out great - and I get an email audit trail when users are added or removed.

**Scott:** Prior to rDirectory, how did you manage Active Directory maintenance requests?

**Erik:** To give you an idea of the size of our company, we have 800+ employees, 900+ computers, and two high-level, tech support engineers that manage our servers and Active Directory. Between the two of us, we received what felt like a million different emails with "small" requests. To be able to cut down on these demands - using rDirectory - is really valuable.

We have a plan to roll out a new provisioning system for Human Resources, where we create the different templates for the various types of users that HR will create. The provisioning agents are installed on our Exchange and File Servers so HR can just go in and add a user.

The permissions feature in rDirectory is pretty powerful and we've been very pleased with being able to hide certain data based on permissions. For example, on the old site - before I rolled out rDirectory - I had users claiming they could see details of other users that they shouldn't have been able to view.

With our former tools, we were never able to determine whether or not that was true. With rDirectory, we were able to know without a doubt what information a user doesn't have the rights to view. We can hide the tabs that contain sensitive information from users that don't have the correct level of rights - and that has been really nice to have.



**“Having all the sites that users are going to need right at their fingertips cuts down on calls to the Help Desk.”**

## How rDirectory Works

rDirectory simply discovers your existing schema and allows you to compose applications that take advantage of virtually any class, attribute or relationship already present in the directory. There is no need for additional schema extensions, and rDirectory will automatically detect custom classes or attributes that have been added for your organization's unique needs.

rDirectory 3.0 integrates ExtJS®, the leading cross-browser JavaScript library for building Rich Internet Applications (RIAs), sharpening the focus on the user experience with a wider range of interface controls that bring accessibility and extensibility to web applications across browsers and desktops.

## rDirectory Authentication Modes

rDirectory can be used in any environment. Whether it is an unsecured kiosk or a locked-down internal network, rDirectory supports these authentication modes to accommodate your needs.

- Forms Authentication
- Anonymous Access
- Integrated Windows Authentication

## Minimum System Requirements

- Windows Server 2003/2008
- IIS 6.0 or later with ASP.net support
- Internet Explorer 6.0 or higher
- .NET Framework 3.5 (SP1) or higher

## Supported Browsers

- Microsoft IE 7.0 or later
- Safari 5.0.3 or later
- Mozilla Firefox 3.6.3 or later
- Chrome 8.0 or later
- Opera 10.62 or later

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**Scott:** Thank you very much for the compliment. The flexibility of the delegation is pretty amazing when you realize you can manage it from a very high level all the way down to assigning a role to an individual attribute. It's a tough thing to balance - flexibility and security.

**Erik:** I have another example of that. Being in the IT group, I need to be able to log onto the Help Desk, maybe see our Citrix server and view other department sites. Our monitoring engine and Wiki are disparate systems that have their own web consoles, and to have them all nicely controlled by rDirectory is great.

I also created a site for Human Resources where they have supervisor rights to add new employees. Once they have supervisor rights, a group policy installs the supervisor's tool on their computer each time they boot up. So HR can do the work of adding new people - instead of me.

**Scott:** So would you say that rDirectory has freed up a whole lot of your time?

**Erik:** We are understaffed as it is. rDirectory has helped me *mask* that we are understaffed. But this is as simple as it gets - to have all the sites that users are going to need right at their fingertips - cuts down on calls to the Help Desk.



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