



Global Manufacturer forces data compliance by plugging into **rDirectory**

Overview

Location: This global company was founded in 1956 in New York city and today its offices are located in the southeast region of the USA.

Industry: Manufacturing/Distribution

Company Profile: The company, with over 2,000 employees world-wide, owns a group of production and sales facilities in 48 countries in the Americas, Asia, and Africa. The company manufactures and distributes world-class quality products for power, construction, oil and gas, mining, original equipment manufacturers, and telecommunications markets around the world.

Business Situation: Ensuring the integrity of Active Directory data had become virtually impossible, with admins in each country entering information in different languages, using special characters and unique abbreviations, or simply not completing required profile information. There were huge discrepancies in the formatting of IP phone numbers, missing information and special characters in the user names made it unreliable to use the search features in the phone system.

Solution:

The company worked with Namescape, a Microsoft Gold Certified Partner, to deploy Namescape's rDirectory for delegating admin permissions, self-service editing, and role-based access. Users are forced to select a pre-defined location which automatically adds the correct address and other information that users frequently leave out or enter incorrectly. IT is able to easily track account history via rDirectory's audit and email notification features. They are notified every time an account is created, deleted or modified, so IT can keep their Active Directory clean and current.

The Company

For an international company with offices in 48 countries and a global network of sales units, manufacturing facilities, technological resources and customized services, accurate data in Active Directory is what empowers employees to efficiently contact, communicate, and collaborate with each other as one, unified company.

The Challenge

The complexity of this global IT environment brings special challenges to Network Engineer, Kevin Esposito. Ensuring the integrity of Active Directory data had become virtually impossible, with administrators in each country entering information in different languages, using special characters and unique abbreviations, or simply not completing required profile information.

Searching for users by name or phone number was hit and miss because of the variances in data entry. The company's phone system (which does not support special characters) is tied into Active Directory, so discrepancies in the format of IP phone numbers, missing information and special characters in the user names made it unreliable to use the search features in the phone system. The company also implements a training application that relies on accurate department and group membership data in order to assign the appropriate training materials to employees.

"We were getting no consistency out of Active Directory and had no single, reliable repository for company information," Esposito said. "I would spend a month cleaning Active Directory using scripts, and within one week, it was a mess again."

Audits were painful without the ability to effectively track and log help desk tickets that are required for all new and deleted accounts. Esposito needed a way to enforce the uniformity and accuracy of the data in Active Directory by making specific profile fields mandatory, and controlling the format of basic information such as name, phone number, email and physical addresses. He also needed a solution for tracking add, delete and modify account functions.

Benefits:

- Quick and easy to deploy; the services can be delivered to anyone in a matter of seconds!
- Simplified ease of finding global employees in any country simply by performing a search with a few letters of the name.
- Easy to secure with role-based access control; rDirectory's customization capabilities allow the company's admins to determine who sees what information and restrict access by using existing security groups
- No programming skills needed
- Built-in directory applications for employees and resources

"We were getting no consistency out of Active Directory and had no single, reliable repository for company information. I would spend a month cleaning Active Directory using scripts, and within one week, it was a mess again. Thanks to rDirectory that is no longer a problem."

Kevin Esposito
Network Engineer

Microsoft
GOLD CERTIFIED
Partner

Namescape

Namescape's Solution

Once Esposito and the phone system administrator found Namescape and deployed **rDirectory** to their test environment, they saw how it could immediately bring control to the company information and resources in Active Directory.

rDirectory enforces the consistency of the company's profile data by using dynamic dropdown lists that force users to select a pre-defined site or office which automatically adds the correct address and other information that users frequently leave out. And, users must complete certain mandatory fields before the changes are recorded.

The company also utilizes a centralized Exchange system, however IT did not want to grant full rights to create mailboxes to techs in the field and risk inconsistency in Exchange. By using rDirectory's data enforcement controls for creating user accounts, the techs can create new email accounts, but only if the account information is accurately entered.

rDirectory's audit and email notification feature now ensures that an email is sent to the administrator every time an account is created, deleted or modified, so IT can prepare for an audit by using these notifications to track who changed what, and when.

The Results

"It is just awesome how you can search Active Directory using rDirectory," says Esposito. *"It's invaluable when users need to find a name in a language other than their own, but don't know how to spell the whole name. Just enter a few key letters and Boom! You find it!"* rDirectory's search results also include other relevant information such as group membership, managers and IP Phone Numbers.

rDirectory's customization capabilities allow the company's administrators to determine who sees what information and restrict access by using existing security groups to allow users to view and edit members of their groups. Due to the size of the organization, people are constantly moving between sites and departments. Leveraging security groups to delegate editing privileges to Human Resources and users helps maintain current personal data such as home phones and addresses.

Esposito also appreciates the quick response of Namescape's technical support staff. *"It's a big plus when I can call or email tech support and within an hour or two, get a response that they are working on it. Within a half a day, I usually get a solution."*

Namescape's rDirectory brings control and consistency to the Active Directory data of a diverse, global corporation, empowering employees to search for people, resources and services and relieving administrators of costly and time consuming manual maintenance tasks.