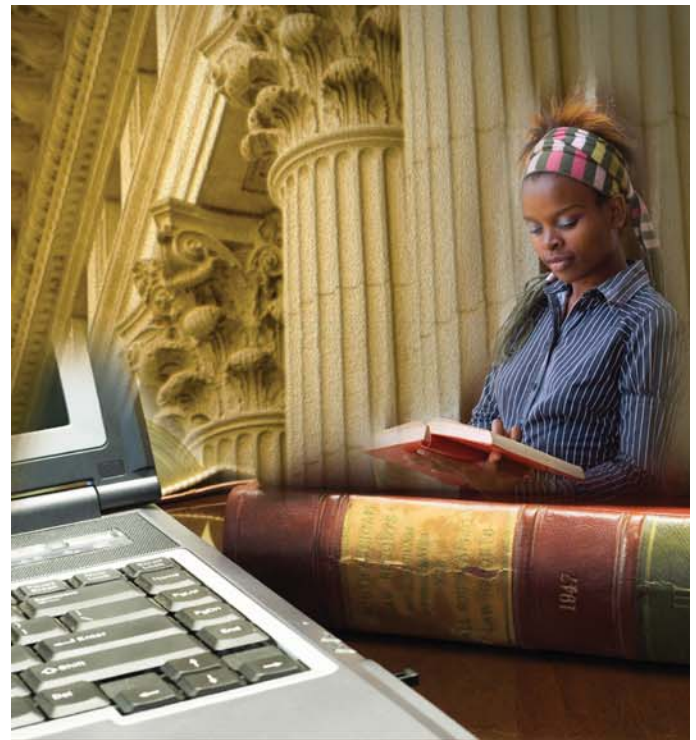


Maximizing IT Efficiency:

Overloaded Help Desk gains immediate relief

by implementing **rDirectory**
your directory, your way



The Company

This Southern University, an institution with unique historical roots, fosters elite academic achievement, and desires to apply university resources to solve economic, environmental, and educational challenges. By 2007 the university enrollment had exceeded 28,000; they offered over 200 nationally competitive academic programs, and housed more than 250 student organizations.

The Challenge

With this many people, students and staff, partaking in so many varied activities and pursuits on and off campus, the university had an urgent need for a more effective data management system, particularly as it related to its library operations. The Information Technology Department needed to control access while providing end-users a smooth and efficient experience.

The IT Director noticed the IT Help Desk was overloaded with calls from library staff who needed assistance creating temporary guest accounts. The flood of calls was decreasing Help Desk productivity, and leading to higher IT costs. Unhappy users often encountered wait times of up to 15 minutes for guest account creation. The director needed a way to accelerate account creation and allow library staff to create guest accounts, without giving them native rights in Microsoft's Active Directory.

Namescape's Solution

Utilizing out-of-the box functionality with rDirectory, Namescape provided a robust solution that reduced Help Desk costs by over \$15,000 per year. The implemented solution resulted in happier, more productive Help Desk staff and satisfied users. By designing a Guest User Account Creation Form, the IT Director was able to leverage Namescape's secure "Template-Based Provisioning," which simplified creating these guest user accounts. These accounts could now be created by library personnel leveraging AD permissions within rDirectory, and providing a secure method to automatically populate specific user attributes and setting an Account Expiration date. The library staff now creates new guest user accounts much faster, without the need for Help Desk intervention, resulting in increased productivity and a student population that gained access to needed resources much faster. The IT staff placed their confidence in rDirectory knowing these processes are faster, more cost-effective and securely meet the needs of their student users.

Company Facts

Organization	• Southern University in USA
Industry	• Education
Business Challenges	• High volume of Help Desk Calls • Password Reset Calls • Guest Account Creation Requests • Secure Delegation • Free-up IT Staff and resources
User Environment	• Over 8 campuses in university system • 25,000+ students (including international) • 6,000+ faculty and staff • Libraries contain over 3 million volumes
Applications Environment	• Windows 2003 • XP/Vista Clients
Technical Environment	• Intranet Website • Extranet
About	This southern university, in operation for over 145 years, has been internationally recognized for its undergraduate and graduate academics, research and community relationship.

For more information contact:

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