



Case Study: All Hallows' School

EMPOWERING STUDENTS AND TEACHERS

THROUGH IDENTITY MANAGEMENT



ABOUT

All Hallows' is one of Brisbane's leading K-12 schools for girls.

The school, with its historic buildings and landscaped gardens, offers young women a quality Catholic education, in the tradition of the Sisters of Mercy.



► The business need

All Hallows' School is a large centrally located school in Brisbane, which caters for students from a wide variety of socio-economic and cultural backgrounds.

It offers an extensive range of excellent academic, cultural and sporting opportunities. In its spiritual, pastoral and academic life, the School seeks to promote personal growth, the development of an informed conscience and commitment to work for social justice in the wider community.

As is typical for schools, All Hallows' found that they spent almost 1 to 1.5 Full Time Employees on onboarding, off boarding and managing staff and student logins to Microsoft products and various other platforms. This was a problem as it was not only taking time away from valuable tasks such as face time with their customers – students, teachers and administrative staff – but was also prone to human error.

The school sought a solution that could empower their users for self-service as well as automate as many of the common tasks as possible. Through automation, they could achieve scale, save time and improve the quality of service they were delivering to their stakeholders – ultimately students and teaching staff. It was quickly identified that the school needed a solution that could automate the provisioning, configuration and management of users across a wide range of technologies.

► The challenge

With All Hallows' using more and more of the Microsoft public cloud environment like Office 365 and Azure – they also needed automation tools that would handle provisioning, configuration and ongoing management of these cloud based assets.

All Hallows' needed a reliable and practically bulletproof solution for automating daily and weekly tasks for students impacted by the changes.

“Taking away this administrative overhead has allowed our ICT staff to focus more time on educational outcomes through technology”
John Pembroke, Assistant Principal

▶ The process

All Hallows’ has a long history with Insync Technology providing Microsoft platform expertise, including projects for Skype for Business, Office 365, Configuration Manager and a Hyper-V migration from VMware.

Insync suggested looking at Microsoft Identity Manager (MIM) – a platform to allow automation and self-service within a wider Microsoft environment.

Insync worked with All Hallows’ to develop workflows that achieved a series of solutions, including automation for provisioning, configuration and ongoing management of all of their cloud based assets and self-service for their users.

All in all, the implementation of the Microsoft Identity Manager product has saved the school thousands of man hours and employee time and effort, configuring each user and scripting the deployment of permissions and software – all the while reducing error and giving more face time back to their customers – staff and students.

▶ The future

All Hallows’ has truly embraced the Modern School concept - with the school using more and more of the Microsoft public cloud environment like Office 365, Azure, Skype for Business and now Microsoft Identity Manager, we can confidently say that these thought leaders in education are on the leading edge of creating an environment for their students, teachers and parents to enjoy the benefits of technology both at home and at school.

Solutions

- ▶ Automated import of user accounts, attributes, group membership from their School Management System (SAS)
- ▶ Provisioning of Active Directory accounts, email accounts, SharePoint sites and OneDrive storage for each user
- ▶ Automated group membership for classes and security groups based on each individual – each user has dynamic membership in groups for all of their enrolled subjects
- ▶ Automated user profile creation and permissions are set based on their enrolled subjects and group membership – no more wading through account after account to see who has access to what
- ▶ Integration into other School based applications and granular reporting on User access and usage
- ▶ Self-service password management/reset for students and staff – no more tying down the Service Desk with requests
- ▶ Enhanced compliance for software and policy based on group membership
- ▶ Automated Office 365 and Azure Active Directory licensing

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