

Partner Success Story:

iDENTiTYAUTOMATIiON

Company Background

Identity Automation is a name that aptly describes the focus of this longtime Condrey Corporation™ partner. According to James Litton, the company's CEO, "Our goal is to be identity-centric in everything we do." Whether it's identity management, platform management, storage management, work group management, resource management, or custom development work, "if it's not related to identity, then we don't normally get involved" added Litton.

Based in Houston, Identity Automation serves both mid-size and larger customers throughout the U.S. and even in Mexico. Identity Automation works with customers in a variety of industries including business, government, healthcare, and education. It is in the latter industry where Identity Automation has had some notable success in deploying Novell Storage Manager, the identity-based user and group storage management solution developed by Condrey Corporation.

Reducing the Sales and Deployment Cycle

Troy Moreland, CTO of Identity Automation discussed the extensive sales and deployment cycle involved in an identity management solution sale, noting that a normal sales and deployment cycle, including consulting work, can take more than a year. To speed up that sales and deployment cycle, Identity Automation has focused on two areas: 1) Leading with Novell Storage Manager, and 2) Developing a rapid deployment service.

Leading with Novell Storage Manager

The Spring Independent School District in Houston is a model success story for Identity Automation. This is because not only did Identity Automation solve a number of user directory management problems through automation, but it introduced a "virtual classroom" solution, that has been repeated in school districts throughout Texas and other states — all because of a demonstration of Novell Storage Manager.

The Spring Independent School District originally came to Identity Automation looking for an automation solution for creating network directories for business students in the district's high schools. Identity Automation showed them that Novell Storage Manager could accomplish this and a lot more.

IDENTITYAUTOMATION *(Continued)*

The school district officials were amazed at not only the capabilities for automating the user and group directories, but the ability for teachers and students to distribute and hand in assignments respectively through folders that could be created automatically as well, making a “virtual classroom.”

Finally, Identity Automation showed the district that a student’s home directory could be provisioned with all classroom materials on Day 1 including course syllabuses, course materials needed, teacher grading policies, etc. After recognizing the capabilities of the product, the Spring Independent School District decided to expand the rollout to the more than 30,000 networked junior and senior high school students in the district.

To make this rollout easier, Identity Automation deployed Novell Identity Manager to tie into the school district’s existing student and faculty management system, so that each student and faculty ID could be automatically assigned a user object in Novell eDirectory®, and from there, based on identity, Novell Storage Manager could assign the user directories, create course groups, and link students and faculty to courses. Moreland says that a conservative guess as to how long it would take to do this manually each semester is at least 4000 man hours.

Developing a Rapid Deployment Service

With the objective of reducing the traditional sales and deployment time of an identity management solution, Identity Automation introduced its RAPIDiDENTiTY® solution in 2007.

RAPIDiDENTiTY is Identity Automation’s implementation of Novell Identity Manager, enhanced with some customization including a set architecture, rather than the traditional “build from scratch” architecture of traditional identity management solution deployments. The architecture is modular with components for workflow, password management, forgotten password, access management, self service, identity integration, and platform integration.

According to Litton and Moreland, the pre-set architecture requires only a text file dump from an organization’s employee or student database to start populating and enabling the various modules. This approach has reduced the deployment time of an identity management solution from a year or more to as little as three months.

Version 2 of RAPIDiDENTiTY is now being developed and includes plans for a storage management module for Novell Storage Manager. Litton and Moreland are quick to point out that they can currently include Novell Storage Manager as part of the deployment solution. But by creating a Novell Storage Manager module, they will be able to set up storage management services even quicker and have it included as a more integrated component of the architecture.

“Set it and Forget it”

Identity Automation customers have been pleased not only with the results of Novell Storage Manager, but also with the minimal involvement of IT after the product is deployed and the policies have been set up. According to Moreland, “[Novell Storage Manager] is a ‘set it and forget it’ product.” “These accounts don’t have to do anything as far as configuration.” “It just works!” added Litton.

A Strong Condrey Corporation Partner

Identity Automation values its strong 2-year partnership with Condrey Corporation, especially with its Director of Partner Services, Doug Ouzts who has been instrumental in helping to close deals.

Moreland is especially pleased with the amount of partner resources that Condrey Corporation makes available for Novell Storage Manager, and utilizes the Condrey Corporation Novell Storage Manager partner resource site at www.storagemgr.com exclusively for sales and training materials. “We wish the other software developers we worked with provided the extensive resources that Condrey Corporation provides to its partners,” Moreland remarked.

“The demos at the site are absolutely awesome,” added Moreland, who says that referring prospects to these videos is now standard procedure in a Novell Storage Manager sales presentation.

As identity management solutions become a more integral part of the industries that Identity Automation services, the company expects to grow its business and along the way, continue its strong relationship with Condrey Corporation. Moreland concludes “Storage management through Novell Storage Manager will continue to help us drive new business.”

More on Identity Automation

To learn more about Identity Automation and its identity-based services including the above-mentioned RAPIDiDENTiTY solution, visit www.identityautomation.com.

About Condrey Corporation

Condrey Corporation develops software that solves user storage and access problems inherent in computer networks. Instead of requiring costly network add-ons, Condrey Corporation's identity-based products leverage the network's already existing directory to automate user storage management tasks and expand network access capabilities.

Condrey Corporation is strategically aligned with a wide variety of technology companies, including Apple Computer, Inc., Microsoft, and Novell, Inc. Condrey Corporation's flagship product, Storage Manager (formerly File System Factory), is commonly found in several industries, including government, finance and banking, healthcare, and education.

David Condrey, Founder, CEO, and President has been delivering world-class solutions for more than ten years and has become a recognized innovator in the identity, storage, and file management spaces.

www.condreycorp.com

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