

Extend identity management processes and centralize your Unified Communications system

Problem

A global leader in domain management and internet security in the United States wanted to extend and automate their identity management (IAM) processes. Our client was looking to reduce the administrative effort of manual assignment of phone numbers, calling profiles, settings and voicemail for its employees and contractors. They were also looking to include Cisco Unified Messaging in their lifecycle management processes.

Solution

Predica enhanced their existing identity and access management (IAM) solution based on Microsoft Identity Manager 2016 (MIM) using a web service integration with Cisco Unified Communications Manager (CUCM) and Cisco Unity. MIM is now the central system for all identity data sources. The pool of phone numbers that our customer previously managed in CUCM is now stored in MIM. The system now assigns phone numbers in CUCM. Users are provisioned into CU and CUCM according to a predefined template that contains their profiles, settings, and numbers. These new modifications reduce the workload on IT Helpdesk and Cisco administrators when provisioning users, user information and assigning numbers. Additionally, new phone numbers are always assigned on time for new employees and contractors.

Outcomes and project results:

- The phone management system is centralized and synchronized by MIM. No more duplicate phone numbers and confusion when it comes to storing data in the right place.
- Timely synchronization of the integrated data sources in MIM significantly reduces the time required to provision new users and contractors along with their information: profiles, settings and phone numbers. Consequently, automation ensures that all Cisco assets are immediately deallocated as a part of a user offboarding process, boosting the overall security of CUCM and CU asset management.
- Simplified management of Cisco messaging and voicemail platform resulting from the automation of Cisco asset management (phone numbers, phones, voicemail profiles, user profiles)
- Number assignment policies enable consistent and timely assignment of the phone numbers when on-boarding new employees.
- The upgraded solution allows the organization to maintain a full identity cycle for their phone management system, elevating their overall security standards.

Technologies

Microsoft Identity Manager 2016
custom developed extensions
CUCM Management Agent
Cisco Unity Management Agent

Country

USA

Industry

Domain management
and internet Security

Company Size

1500