



Customer: Scott Wilson
Website: www.scottwilson.com
Number of Employees: 6,000
Country or Region: United Kingdom
Industry: Construction
Partner: Oxford Computer Group

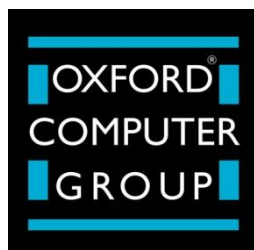
Customer Profile

Scott Wilson Group is a global design and engineering consultancy for built and natural environments. With its head office in the United Kingdom, the group has 80 offices and 6,000 employees.

Software and Services

- Microsoft Server Product Portfolio
 - Microsoft Forefront Identity Manager 2010

For more information about other Microsoft customer successes, please visit: www.microsoft.com/casestudies



Construction Firm Streamlines IT Service Provisioning for Employees Around the World

“As well as reducing administrative workloads and costs, Forefront Identity Manager 2010 gives global employees faster access to the technology they need.”

Robert Wallace, Systems Architect, Scott Wilson

Global construction company Scott Wilson deployed Microsoft Forefront Identity Manager 2010 to achieve a single view of its 6,000 employees and control access to key IT services. Using the system, employees will request IT services and re-set their passwords remotely, reducing reliance on the United Kingdom (U.K.) helpdesk. This will result in 24-hour service availability, increased employee productivity, and significant administrative savings.

Business Needs

Large, distributed, global organisations face distinct IT challenges. Not least of these is how to identify users all over the world and give them fast access to the IT services they need. This is a key requirement for Scott Wilson, which provides strategic consultancy and professional services for the construction and environmental sectors. The company operates a global network of 80 locations and employs 6,000 people worldwide.

Robert Wallace, Systems Architect at Scott Wilson, says: “Scott Wilson is a global

company, but, until recently, we haven’t had a global IT strategy. To reduce the cost and complexity of delivering IT services, we are implementing strategic applications that will be hosted centrally and used by every Scott Wilson employee.”

All key IT services will be available to employees through the Scott Wilson intranet portal, requiring fast, accurate provisioning of user accounts. “We have separate Active Directory services for 3,000 U.K. and 3,000 international employees. We needed to bring these together to



achieve a single view of employee identities and control access to key services on the portal," says Wallace.

As well as improving identity and access management, Scott Wilson wanted to increase efficiency by automating routine administrative tasks. "We needed a system that could automate provisioning and user management and ensure access rights are cancelled when employees leave the business," says Wallace. "We also wanted to support self-service provisioning and password re-sets in the future to reduce helpdesk calls to our IT team in the U.K."

Solution

To enhance identity and access management and streamline administration, Scott Wilson deployed Microsoft Forefront Identity Manager 2010. Wallace says: "Our technology partner Servo recommended Forefront Identity Manager 2010. Based on its advice, we engaged leading identity management specialist and Microsoft Gold Certified Partner Oxford Computer Group (OCG) to handle the implementation."

OCG integrated employee data across Scott Wilson using Forefront Identity Manager 2010. "With support from OCG, we were able to seamlessly connect our U.K. human resources and finance systems with our two Active Directory systems and the Scott Wilson portal," says Wallace. "As a result, we set up new users in just one environment instead of three, helping to ensure a single, accurate view of employee identities and access rights across the business."

In the second phase, Scott Wilson will work with OCG to introduce workflows that automate routine provisioning and resource management tasks. "Global users will set up new accounts themselves and re-set their

passwords, with no need to call the U.K. helpdesk," says Wallace. "As well as reducing administrative workloads and costs, Forefront Identity Manager 2010 gives global employees faster access to the technology they need."

The identity management solution will be fully integrated with Microsoft Outlook 2010, helping line managers authorise provisioning requests quickly and easily. Wallace says: "Before we can provision new users, we have to get permission from their line managers. To streamline this process, Forefront Identity Manager 2010 sends out automated email messages, and managers accept or reject provisioning requests with a single click."

Benefits

Using Forefront Identity Manager 2010 and the corporate portal, Scott Wilson can give employees fast, secure access to key IT services. "With Forefront, it's easy to see when someone joins the company and set them up with an email account and other critical applications," says Wallace. "We can also take away people's access rights as soon as they leave, helping to ensure that our corporate systems and data are protected at all times."

- **Reduced helpdesk costs.** Previously, employees in many global offices called the U.K. with service and password re-set requests. "Using Forefront Identity Manager 2010, people can do everything themselves online. As a result, we expect to make significant helpdesk savings," says Wallace.
- **Shorter waiting times for global employees.** Employees around the world can now request services and re-set passwords online without calling the U.K. "With Forefront Identity Manager

2010, global employees get fast, 24-hour access to the IT services they need to work productively," says Wallace.

- **Improved management and IT billing.** The IT team can quickly see when employees change jobs or departments. "Forefront Identity Manager 2010 can help us keep track of employees as they move around the organisation, ensuring that IT costs are always covered by the right departmental budgets," says Wallace.
- **Management time savings.** Scott Wilson is developing key workflows to significantly reduce management workloads. "When employees request services, email messages will be sent automatically to their line managers to be approved or rejected—helping to maximise security and deliver significant time savings," says Wallace.