



# Case Study

## Shenandoah University's Success with a Tailored IAM Solution

### CHALLENGES

Shenandoah University, a prominent institution in the higher education sector, faced critical challenges in their Identity and Access Management (IAM) processes. Their previous "solution" consisted of a mixture of overnight scripts and custom applications, resulting in slow and inconsistent account provisioning, and concerns about the security of their Identity onboarding process. Shenandoah University recognized the need for a more efficient and secure IAM solution to keep pace with the demands of the fast-evolving higher education world.

### SOLUTIONS

Shenandoah University embarked on a journey to find the right IAM partner. The search included evaluating various vendors in the IAM space, each

offering unique solutions and capabilities. After careful consideration and assessment of their specific needs, Shenandoah University selected Fischer Identity as their IAM partner of choice.

The Fischer Identity Solution provided Shenandoah University with an IAM solution that met their precise requirements. The key components of the solution included:

- ◆ **Centralized Identity Management:** Fischer Identity offered a robust platform to centralize identity management, making the entire process more efficient and streamlined.
- ◆ **Accelerated Account Provisioning:** Fischer Identity significantly reduced the time it took to provision new accounts. This addressed the issue of delays in getting accounts into all the necessary systems.

- ◆ **Integration with ERP System:** Fischer Identity seamlessly integrated with Shenandoah University's existing Enterprise Resource Planning (ERP) system, ensuring a cohesive and efficient IAM process.

## RESULTS

After implementing Fischer Identity's solution, Shenandoah University experienced substantial improvements in their IAM processes, such as:

- ◆ **Faster Provisioning:** The time required for provisioning new accounts was dramatically reduced, ensuring that users had quick access to the resources they needed.
- ◆ **Improved Security:** Fischer Identity's solution enhanced the overall security of Shenandoah University's IAM processes, mitigating risks associated with account onboarding.
- ◆ **Efficiency Gains:** The streamlined IAM processes not only saved time but also reduced operational costs and increased the efficiency of the institution's IT operations.

By centralizing identity management, accelerating account provisioning, and fortifying security, Shenandoah University has strengthened its IAM capabilities and positioned itself for long-term success. This case study highlights the transformative power of a well-tailored IAM solution in addressing critical challenges and improving institutional efficiency.

## About Shenandoah University

Shenandoah University is a prestigious, private university located in Winchester, Virginia, USA. Established in 1875, Shenandoah University has a rich history and a commitment to providing high-quality education and fostering innovation in various academic disciplines.

***"We are very happy with the partnership we have with Fischer Identity and would highly recommend them to anyone looking for an IAM partner."***

- Devon Taylor, Associate VP & CIO  
Shenandoah University

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