

# Case Study

## Modernizing Identity Management at Texas A&M University-Corpus Christi

### THE CHALLENGES

Texas A&M University-Corpus Christi was reliant upon a homegrown identity management solution that was handling 143,000 identities. The solution began as a task for a student worker who was later hired and managed the solution for over 20 years. There were some common challenges that were being experienced from similar in-house developed solutions:

- ◆ Minimal documentation describing the functionality
- ◆ Difficult to get changes introduced, requiring executive authority approvals
- ◆ Continued reliance on manual paper processes for workflows
- ◆ Lack of automation to disable identities, leading to orphaned accounts

- ◆ Limited security controls to reduce the risk of data breaches
- ◆ Rising operational costs due to inefficient processes

### THE SOLUTIONS

Texas A&M University-Corpus Christi chose Fischer Identity based on its extensive experience in higher education and full suite of identity management products. The first priority was implementing Fischer Identity for user lifecycle management and self-service capabilities, which were critical as student success equated to the institution's success. The university sought not only automation but also process improvement during implementation.

#### THIS INCLUDES:

- ◆ Automation of employees/student identities for provisioning and deprovisioning from Sources of Authority (SOA)

- ◆ A Self-Service portal for requesting affiliate/guest/ Active Directory Service Accounts/Privileged AD Account/MySQL Database/departmental web/ individual web identities automated with approvals where appropriate
- ◆ Deletion of student identities 365 days after a status date from Banner, and employee identities deleted 180 days after termination from Workday

- ◆ Extensive automation to reduce human error and control costs
- ◆ Automated audit and reporting capabilities, in perfect identity audit scores
- ◆ Lower administrative overhead, allowing staff to focus on strategic initiatives
- ◆ Scalability and adaptability for connecting new systems quickly

## THE RESULTS

The focus was on simplifying workflows to reduce complexity and improve the user experience. This was accomplished in several areas, including:

- ◆ Streamlined identity claiming, profile updates, MFA enrollment, etc.
- ◆ Reduction in the total number of accounts, minimizing password fatigue and decreasing risk exposure
- ◆ Enhanced self-service experience and functionality
- ◆ Automation ensuring timely and accurate access based on user roles
- ◆ Fewer service desk calls related to provisioning and password resets, resulting in measurable time and cost savings
- ◆ Improved research and collaboration through SSO and Federation

Overall, the Fischer Identity engagement was deemed a great success by university leadership.

## About Texas A&M University-Corpus Christi

Texas A&M University-Corpus Christi is a vibrant Doctoral Research Institution recognized for its academic programs and renowned faculty. Undergraduate, master's, and doctoral students choose from more than 85 academic programs, and students benefit from individualized and immersive learning experiences. The university is one of 135 institutions listed as an R2-High Research Activity campus by the Carnegie Commission on Higher Education. It is the premier, urban doctoral-granting institution in South Texas, supporting a UAS test site, two institutes, and more than 40 research centers and labs that proudly continues its heritage of teaching excellence, innovation, and community engagement as part of the Texas A&M University System.

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