



CASE STUDY

EMPLOYEE CHANGE
MANAGEMENT SOLUTION
WITH ACTIVE DIRECTORY
INTEGRATION



ABOUT CLIENT

Apex Global Solutions (Apex) is the premier provider of IT and financial services in the healthcare industry. Headquartered in NY, with offices in IL, MD, NJ and Israel, Apex has been servicing skilled nursing facilities and rehab centers nationwide for over a decade.

EXECUTIVE SUMMARY

In order to provide HR and Payroll services Apex needed to manage more than 15,000 of its own and customer's employees. All accounts were maintained in Microsoft Active Directory (AD) with provisioning tasks configured as Windows Scheduler jobs and a set of PowerShell scripts. With growth in environment complexity and a need to manage full-cycle on/off boarding of employees, Apex needed a reliable solution for employee account and change management.

Challenges

- ❑ Support multiple domain controllers and forests.
- ❑ Non-normalized Active Directory structure with combination of different forests/domain trees (e.g. some domains may contain one customer, while others would include multiple customers).
- ❑ MS Exchange tasks automation for different versions (from 2010 to 2016).
- ❑ Job code-based workflows for different clients.

Solution

Langate developed a web-based Employee Change Management solution as a plug-in module for enterprise-wide expandable web platform. All of the challenges were addressed in this module, and it contains the following key features:


- ❑ Automated user provisioning/deprovisioning.
- ❑ Rule-based configuration.
- ❑ Approval-based workflow.
- ❑ MS Exchange management and automation.
- ❑ Audit and monitoring.

Results

- ✓ Apex was able to significantly reduce employee setup time, amount of on/off-boarding effort and errors.
- ✓ Reduction in setup time lead to an increased level of satisfaction by customers and internal departments.

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