



ID Connect: Nyborg Municipality

With an IAM-solution from ID Connect, Nyborg Municipality in Denmark cracked the code for cost efficient and user-friendly Identity & Access Management.

With a new Identity and Access Management solution from ID Connect, Nyborg Municipality now has a better overview of the municipality's user administration. The solution from ID Connect is designed specifically to handle municipalities' access management requirements, ensuring compliance with GDPR rules. The solution provides full insight into who has access to systems and data – and how and when access was assigned.

Effective test run in Nyborg

IT manager Henrik Dyrhøj, in cooperation with the municipality's digitisation consultant, made the agreement with ID Connect and it was not at all planned to enter into a cooperation with a new player in the market.

- We started to search the market and we reviewed four or five different solutions, all of which were targeted towards the public sector. ID Connect was not in play in the initial rounds, because our normal practice is to work with tried-and-tested solutions. However, when we saw ID Connect's solution, we decided to make an agreement on a test phase because it was very simple and user-friendly, says Henrik Dyrhøj.

Even though Nyborg Municipality was not interested in testing several solutions, they nevertheless decided to test ID Connect's IAM-solution. There was a feeling that the solution might cover all the requirements.

Eliminate paperwork

- The solution is user-friendly, it provides a good overview across systems, and it has the advantage that we don't have to initiate a large implementation process. In addition, the solution will allow us to facilitate an easy on- and off-boarding of employees, as the idea is that individual managers around the municipality will be able to grant access without having to work with various paper solutions. This will give us greater flexibility in the allocation of roles and responsibilities in all positions in the municipality, says Henrik Dyrhøj.

Minimal administration

When developing the new IAM-solution, ID Connect focused on minimizing the handling of user access within the IT department, so that IT employees instead can focus on maintaining systems and roles. The solution supports both existing and future open standards used in the public sector in Denmark.

In addition, the IAM-solution provides an overview of responsibilities and accesses for the managers in the various departments within the municipality, so that everyone can let go of the manual workflows of today.

An economically strong case

The Municipality of Nyborg emphasized from the outset that a new IAM-solution should be an economically sensible agreement.

- We've reached an agreement that's sensibly designed. It is economical in operation and frees up time, and we can also provide a better service to our colleagues. I consider the solution to be an economically strong case compared to other solutions in the market. As it is also a SaaS solution, the binding period is low and we - Nyborg Municipality - can leave the agreement with short notice, Henrik Dyrhøj explains.

For the IT manager in Nyborg Municipality, there is no doubt that managers in the Danish municipalities will welcome the service.

In the long term, our managers will get the necessary and on-demand overview of their employees' system access, as well as the ability to manage users' access themselves. It will make a big difference, says Henrik Dyrhøj.



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BENEFITS FOR YOUR MUNICIPALITY

1. User management with integration to your own Microsoft Active Directory (MS-AD)
2. The solution utilizes the municipality's existing IT staff, with Microsoft Active Directory experience
3. Employee role-based access management allocated on user, position, or organization
4. User-friendly portal targeted business with access based on roles, or tasks
5. Extend with integrations to local governmental services and get Single Sign On and Security
6. Same role model across Microsoft Active Directory Services and external Cloud Services

Fixed price every month

ID Connect has deliberately chosen to go against the flow of licensed vendors and instead offer a solution that includes operations, security, support, and local integrations.

The service is provided as a genuine SaaS solution, and is thus billed as any other IT service-subscriptions. As the service evolves, new functionality automatically becomes available to all customers.

The IAM system after the test

- Normally we invest in solutions when we see that the solution in question has been put into service elsewhere and is working, but during our testing phase we were very involved and we have experienced firsthand that it looks, works, and is very easy to use.

We have had a good and constructive cooperation with the developers from ID Connect, who are very open to requests for change and respond quickly. In our opinion, this has been a positive project, concludes Henrik Dyrhøj.

Nyborg Municipality began the test phase in July 2019 and transitioned into operation in the autumn.

ID CONNECT A/S

ID Connect's service centralize and simplifies Identity and access management in any organisation.

The solution can be established without building new technical competence or establishing new IT solutions.

The service simplifies user and access management across internal and cloud-based solutions.

ID Connect specializes in utilizing global standards and connect to local governmental services. Across EU this is being executed with local integration partners.

ID Connect A/S was established in 2018 and is based in Brøndby, Denmark. For more information contact Jørgen Østergaard on jos@idconnect.dk.