

Connexion Automates Employee Onboarding and Offboarding, Reducing Service-Desk Volumes and Costs



Location: The Netherlands

Industry: Passenger Transport

Website: www.connexion.nl

Solutions:

- Ivanti[®] Identity Director
- Ivanti[®] Workspace Control

Benefits:

- Simplify the IT administration and reduce the complexity for IT employees
- Reduce the service desk's workload by automating many common tasks
- Automate the onboarding and offboarding of users

Connexion is the market leader in the Netherlands in regional passenger transport and ambulance services. Every day, the company transports hundreds of thousands of people with care and attention, and continually improves its services. With the superior efficiency of its operations a necessity, Connexion became one of the very first users of the Ivanti[®] Identity Director in 2013.

Connexion's Challenge

Connexion has more than 11,000 employees, about 3,000 of whom are considered permanent. Because the company works with many temporary employees and contractors, staff turnover is very high—especially within the company's call center operation. Having a fast, flexible system for onboarding and offboarding employees is very important.

Until recently the process was partly automated, but there was no complete integration between the Human Resources Management (HRM) system to the systems that assigned authorizations for employees' access. Manual data entry was necessary at various points within the process, leading to the risk of time-consuming errors.

When Connexion implemented a new HRM system last year, the company immediately went in search of an identity-management technology that could help it automate the onboarding and offboarding of employees.

"In our call center there is huge staff turnover, and we often use temporary workers to make up for understaffing," says Rudy Selles, Manager of IT Operations at Connexion. "Those temporary workers also

have to be entered in the HRM system, but the person we are interviewing today often has to start work tomorrow. In such cases you don't want the IT department to act as an intermediary, because that costs precious time. The best thing would be for the departments themselves to be able to activate accounts so the employees can start working right away. So we didn't just want the full automation of the process, we also wanted more self-service. That enables you to assign responsibility for technology access to the departments themselves, where it belongs, rather than to the IT department."

Why Ivanti?

Initially, the company began its search by looking at various identity management systems. Ivanti soon emerged as an intriguing possibility. "We really had to look hard for a suitable solution," says Michiel Bijleveld, Director of Business Support and IT at Connexion. "But in the end, we realized that we needed something more than what we could achieve with just an identity management product. The Ivanti Suite is the only solution that gives us all the functionality we were looking for in one integrated product."

Rudy Selles adds, "At the time we examined what kinds of helpdesk calls were being made to the IT department, and we divided them into service requests and incidents. When we then zoomed into the incidents themselves, we found that most helpdesk calls were about printers, long login times, and corrupt profiles—exactly the problems you can solve with Ivanti® Workspace Control. It was the combination of Ivanti Workspace Control and Ivanti Identity Director that really inspired us to choose Ivanti. If we had chosen another solution, we would have had to find separate solutions for each specific need such as identity management, workspace virtualization, and automation."

The company drew up an ambitious business case and forecasted cost savings based on a 34-percent reduction in IT service desk activities. The solution had three parts:

- Ivanti Workspace Control to simplify the IT administration and reduce the complexity for IT employees
- Ivanti Automation to reduce the service desk's workload by automating many common tasks
- Ivanti Identity Director for automating the onboarding and offboarding of users

Ivanti Identity Director

Once Ivanti was implemented, the advantages became apparent immediately. For the service desk, many manual processes were eliminated, producing a much more efficient workflow. "The HRM system now provides the guidance for what needs to be offered to employees, and Ivanti Identity Director links with it seamlessly," says Selles. "People who now join the company are registered at HR and can start working right away with the correct authorizations and the software they need to do their jobs automatically enabled. The work of the service desks has also changed. Instead of carrying out repetitive manual tasks, they are now focusing on supervising the process."

The cost savings that the business case predicted were achieved with room to spare. Selles says, "Looking at the first part of this year, we've already realized a bigger reduction in the IT service desk activities than we had forecast: 43 percent instead of 34 percent. And deployment is not even fully complete yet. There is a great deal more that Ivanti software has to offer. So you can safely say that we're really happy."

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— Michiel Bijleveld
Director of Business Support and IT

The additional cost savings are mainly the consequence of the enormous reduction in service requests. "That wasn't predicted in the business case, but it's a consequence of the far-reaching automation that is possible with Ivanti Identity Director," Selles adds.

Another unexpected benefit from implementing Ivanti software is that the IT operations and IT applications departments have become much closer—literally. “We’re now physically bringing the employees together. This is a very important step for the aspirations of IT at Connexion, and in the future it will also help us to further optimize IT,” says Bijleveld. “Traditionally, there were two separate service desks, and we’re now going to merge them. And the first, second, and third lines of service are also going to be merged. Without the

automation made possible by Ivanti, I don’t know whether we would have dared to tackle this so ambitiously. It would certainly have been a much bigger project.”

In his role as Manager ITO, Rudy Selles works a lot on the annual audit and this too has become much easier thanks to Ivanti solutions. “The compliance is fantastic; I no longer have to search for anything or print anything. The auditor can simply come and sit beside me. We now have clarity and security because the information is always factual and correct. And we can also keep track of license use much more effectively. There were always many licenses open after people left the company and now you can use Ivanti Identity Director to effortlessly make sure that this no longer happens. You only need to set it up once, and then you don’t have to worry about it anymore.”

The employees are also very happy with the new systems. “You can see that they really want to work with the expanded self-service options,” says Bijleveld. “The detailed forms that always had to be filled in for service requests or updates can now be scrapped. As you can imagine, that makes the work a lot more pleasant for everybody. Ivanti is making our IT services much more modern, which is what you would expect from an innovative organization in this day and age.”

The Future

Bijleveld sees many more possibilities to further optimize IT with Ivanti. “Ivanti allows you to take several more steps,” he says. “That’s what’s unique about this solution. At the moment, we’re still seeing new advantages that are possible with the Ivanti IT Store, such as optimizing login scripts and estimating predictable needs more effectively, as well as the endless opportunities to even further automate the most common activities. We’re currently busy with a pilot for the self-service portal of Ivanti Identity Director in the call center and that’s already producing great results. On the one hand, you have the drive in the organization for people to do more themselves; on the other hand so much is still possible within our desire to achieve operational excellence.”

Learn More

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