

## **Integrating HR System with Active Directory Creates Single Source of Truth for Clients**

As part of the employee onboarding process, information about new hires is entered into the HR System by the HR Department and then typically an IT ticket is generated. IT then creates the Digital Identity for the new hire in Active Directory, provisions a laptop for them, assigns the required permissions and gets all their access established. This onboarding process involves multiple manual entries – once in the HR system and again in Active Directory. The same process repeats during employee offboarding and IT deprovisioning. This manual process is slow, cumbersome and consumes scarce IT bandwidth.

Another important challenge with the HR system and Active Directory not being connected is the drift that occurs over time in employee information within Active Directory.

Promotions, title changes, name changes, transfers to different departments, and role changes - keeping every piece of employee and contractor information up-to-date and accurate between your HR system and Active Directory becomes a series of never-ending manual tasks. Over time, information in Active Directory drifts from reality and becomes stale. This creates substantial pains for the organization. People aren't able to look up their colleagues in Outlook or Teams to get accurate up-to-date information about their current role or reporting manager. This divergence also has important security implications with Active Directory group memberships not reflecting reality and access to data and applications gets out of control.

If an organization has conducted acquisitions or has gone through a merger – this problem is compounded. Just when it is most important for everyone to be able to look up their new colleagues' title, role, department, and manager – they are being shown inaccurate information. There must be a single Source of Truth or System of Record (SoR) for employee information in the organization.

### **The Challenge of Non-Integrated Systems**

Your HR system and Active Directory are both business-critical systems, but they usually aren't integrated with one another. This can lead to a host of challenges.

**1. Onboarding and Offboarding people is a slow, manual process. IT's focus is shifted away from higher value projects.** When changes are made to employee information in your HR system, a ticket is typically created for IT to make the update in Active Directory. Making these manual updates for every change in an organization can be overwhelming. All these manual changes take away focus from higher priority business support and business enablement IT projects and expensive IT resources get bogged down. At some point, this burden can become a retention and hiring issue in the IT department.

**2. Communication is derailed.** When employees are communicating across departments, locations, and countries every day, Active Directory can make working together run smoothly. If information in Active Directory is inaccurate and outdated, this communication can suffer. For example, John Smith is a Marketing Manager, however he still shows up in Active Directory as his previous role at a different location. If Active Directory does not reflect the correct team, role and contact information of an employee, communication between teams suffers. User experience is poor. The more changes your organization goes through, the worse the problem gets.

**3. Unauthorized access becomes a security threat.** When someone is terminated or changes roles, their access will need to be immediately disabled in Active Directory. If IT is overwhelmed with change tickets, this process is delayed and becomes a security risk. When there is a gap between what is updated in your HR system and Active Directory, these employees may still have access to sensitive information. This can be particularly concerning for employees who had access to financial records or customer information.

We see many businesses frustrated by incorrect information stored in Active Directory. This is, however, a problem that can be solved once the real issue is recognized. With a solution to automate Active Directory updates, onboarding & offboarding become smoother and quicker, company-wide communication and security are improved.

Whatever your HR system - UltiPro®, ADP, Gusto, Workday, Bamboo HR and beyond - we can create a time-saving, business-supporting integration with Active Directory.

## **Our Personalized Approach to fit the Client needs**

**1. Understand the pain points.** The first thing we do at CloudView Partners is listen and dive deeper into the problems your business wants to solve. The issues may center around new hire onboarding workflows, terminations, inaccurate AD information because of mergers or acquisitions or simply existing inaccuracies. The current state of your HR system, your AD, your workflows for onboarding, offboarding people, for updates and all other relevant business and technical drivers are analyzed.

**2. Build HR System and Active Directory integration.** Once we have identified the precise pain points and your current state, we design the integration for your environment and your workflows. You get to choose what's best for your organization.

Some businesses want to be able to approve changes before they are made in Active Directory. They do not want to make manual updates, but still want IT to be able to approve updates. Other businesses simply want a report of all automated changes to Active Directory on a daily or weekly basis. We understand that Active Directory is critical to the functioning of your organization and access and updates must be secure and controlled with detailed reporting and visibility to the right stakeholders. Your needs for what information is updated, how frequently, who needs to approve, who gets notifications will be different from others. When it comes to integration of critical systems, you may not want to fit into the SaaS straitjacket of one size fits all. Our integration will be personalized to work well in your environment.

**3. Provide continuous integration support.** An integration solution created with CloudView Partners is highly available and fully fault-tolerant. This kind of continuous availability is key for your critical systems. Whether your AD is fully on-premises or fully in the Cloud or Hybrid – our integration solution will be designed to meet your current-state. The integration software can reside on-premise or in the Cloud and you get to control where you want it.

SaaS solutions use a cost per-user per-month pricing that rapidly becomes very expensive. The lack of personalization combined with the recurring monthly costs make the ROI questionable.

With CloudView Partners, you get the solution you need at a price that delivers an immediate ROI. Plus, you will continue to get the support you need to ensure that your HR system and Active Directory integration functions smoothly.

## **The Results of Integrating Your HR System and Active Directory**

With personalized integration of UltiPro®, Active Directory, and their workflows, our clients have a simpler, more automated environment that delivers better user experience. Here is what that looks like behind the scenes:

**Onboarding and offboarding of employees and contractors is automated.** New hire information from the HR System is automatically created in Active Directory. The IT team can focus on higher value onboarding tasks. Plus, with the customized ability to review and approve updates, the IT team retains visibility and control.

**A single source of truth.** With the integration between the HR System and Active Directory, employees have accurate and up-to-date information at their fingertips. User experience, communication and collaboration are improved. When the team communicates across departments and offices, they have clarity on who has what title, where they work and who they report to in the company.

**Security is improved.** Once Active Directory became current, the foundation is in place to enable role-based access control using Group memberships in AD. Employees only have access to their job-specific data, and IT does not have to worry about the security risk from stale AD group memberships.

**How is your organization addressing these challenges?** If your people are frustrated with inaccurate information, IT is bogged down by manual tasks, and data security is a concern due to access management - we're here to talk. **[Click here to start a conversation with our experienced team.](#)**