



# SUNY Orange County Community College

SUNY Orange County Community College leverages Novell® Identity Manager and Novell Access Manager™ to automate user provisioning and streamline user access to applications such as Google® Apps, SunGard Banner Administrative System and the ANGEL Learning Management Suite while strengthening network security.

### Overview

SUNY Orange County Community College (SUNY Orange) is the first county-sponsored community college in the State University of New York system. The college presents programs for academically gifted high school seniors, business and professional people and graduate students.

### Challenge

SUNY Orange continually explores new ways of leveraging technology to improve experiences for its more than 7,000 enrolled student population. "Technology is an integral part of education," said Jim Dutcher, CIO and associate vice president of Information Technology Services for SUNY Orange County Community College. "Adopting cloud applications, such as Google Apps, would enrich the student experience and provide huge cost savings. We knew that if we were going to move in this direction, we needed an efficient way to provision user access to these applications."

"Our provisioning processes were manual and cumbersome, which made it difficult to incorporate new applications," said Tim Burger, senior network specialist for SUNY Orange County Community College. "It took

us weeks to enter new student accounts each semester."

The college also needed an identity management solution that could handle the complexity of its user community. "Often, an instructor might take a class or a student becomes a teacher, and we needed an identity management system that could recognize the subtle differences in these roles and apply user rights accordingly," said Burger.

To bring added convenience to users, SUNY Orange also sought to adopt single sign-on technology. "Users had to remember different logins to access our enterprise management and student information systems as well as e-mail," said Burger.

### Solution

SUNY Orange considered several identity management solutions and found Novell to be the best choice. "There weren't many solutions that could offer identity management across all our applications," said Burger. "Novell brings together identity management and single sign-on seamlessly. Novell's ability to provision cloud-based applications was a huge benefit to us."

### SUNY Orange County Community College at a glance:

*Two-year higher education institution*

#### ■ Industry:

Education

#### ■ Location:

United States

#### ■ Products and Services:

Novell Identity Manager

Novell Access Manager

#### ■ Results:

- Automated user provisioning and deprovisioning for more than 30,000 users across Google Apps and other related applications according to their role in the institution
- Eliminated weeks of time manually provisioning thousands of user accounts each semester
- Drove down help desk call volumes
- Retained status as leading-edge campus to gain eligibility for additional state funding

**"Novell and Concensus helped us to maximize the value of our Banner Administrative System and ensure secure access to cloud applications like Google Apps. We now have a more agile and responsive infrastructure."**

#### Jim Dutcher

*CIO and Associate Vice President of Information Technology Services  
SUNY Orange County Community College*



**“What drew us to Novell is that it brings together identity management and single sign-on seamlessly. Novell’s ability to provision cloud-based applications was a huge benefit to us.”**

**Tim Burger**

*Senior Network Specialist*

SUNY Orange County Community College

[www.novell.com](http://www.novell.com)

Working with Concensus Consulting, a Novell Platinum Partner™, SUNY Orange deployed Novell Identity Manager, Novell Access Manager and the Concensus Google Apps Integration Module for Novell Identity Manager. Additionally, the Concensus Banner Add-in Module for the Novell SOAP driver was deployed to integrate the college’s SunGard Banner Administration System. “Concensus architected a solution that allows us to synchronize student information from our Banner system and integrate cloud applications as if they were on-premise,” said Burger. “Their expertise was invaluable. We couldn’t have done it without them.”

“Banner is a powerful student information system but it often remains isolated from other applications due to its complexity,” said Rich Corino, vice president of sales, North America for Concensus Consulting, LLC. “Using Novell’s supported SOAP driver, we were able to make Banner far more extensible. The beauty of the SOAP driver is that if a change is made to back end systems, those changes automatically flow through to the connected systems.”

SUNY Orange now manages more than 30,000 user identities, including students, faculty/staff, alumni, contractors and suppliers across the Banner, Google Apps and ANGEL Learning systems. As soon as a student is registered online, they are automatically entered into the student information system and access to these applications is provisioned in real time. The same process occurs for new employees. As soon as they are entered into the enterprise management system, they receive an encrypted password to access all the applications they need.

If their role in the college changes, these updates are automatically reflected via Novell Identity Manager and their access rights are modified accordingly.

With Novell Access Manager, users now have single sign-on access to the college’s web-based applications. “We were impressed with the flexibility of Novell Access Manager,” said Burger. “It gives us confidence that we can quickly integrate any application our users need.”

## Results

With the Novell solution in place, SUNY Orange now has a far more extensible computing environment. “Novell and Concensus helped us to maximize the value of our existing Banner system and ensure secure access to cloud applications like Google Apps,” said Dutcher. “We now have a more agile, responsive infrastructure. That’s key to retaining our status as a leading edge campus, an important factor for attaining additional state funding.”

By automating user provisioning and enabling single sign-on capabilities, the college saves considerable time and money while improving customer support. “Our goal is to be the premier campus in the state university system,” said Burger. “One of the ways we gauge this is by measuring student satisfaction and help desk call volumes. Since implementing the Novell and Concensus solutions, students and faculty can access everything they need with a single username and password. That’s provided a much more positive user experience and significantly reduced our help desk call volumes.”



Contact your local Novell Solutions Provider, or call Novell at:

1 800 714 3400 U.S./Canada  
1 801 861 1349 Worldwide  
1 801 861 8473 Facsimile

## For More Information:

To read more customer success stories, visit:  
[www.novell.com/success](http://www.novell.com/success)

## Novell, Inc.

404 Wyman Street  
Waltham, MA 02451 USA

