# NINTEX®

## Landis+Gyr
manage energy better

**COMPANY**
Landis+Gyr

**WEBSITE**
landisgyr.com

**INDUSTRY**
Energy

**COUNTRY**
Australia

**PROFILE**
Smart-grid and smart-metering company Landis+Gyr is an independent growth platform of Toshiba Corporation, with more than $1.6 billion in annual sales and 5,200 employees in 30 countries.

**BUSINESS SITUATION**
A lack of control, inconsistency and inaccurate metadata in Active Directory sparked the need for automated user provisioning. Help desk employees wanted to be free to focus on other projects.

**SOLUTION**
Employee onboarding workflows automated Office 365 subscriptions, licenses and creation of Office 365 accounts; Active Directory set-up; and the provisioning of hardware, software and IT services.

**BENEFITS**

Decreased provisioning time from one to two weeks to less than an hour

Expected to save AU$548,000 over two months in employee time

Improved data consistency

Standardized processes across departments

# Nintex Partner WebVine Builds Proof of Concept for Landis+Gyr IT Team

## Automated provisioning of Office 365 and Active Directory to deliver IT's vision of perfection

Despite an in-house IT system that included forms requesting new user accounts, smart-grid and smart-metering manufacturer and solutions provider Landis+Gyr found that manually entering account provisioning led to inconsistent metadata in Active Directory accounts. The system also did little to address all the back and forth with new employees, help desk tickets, and the "bits and pieces" of setting up a user account.

Those numerous tasks could delay the onboarding of an employee, says Eric Clark, Global Director of IT Infrastructure. Approvals could take weeks. It was a critical challenge to resolve given the company's growth since 2002, including company acquisitions, expansion into 30 countries and its own acquisition – by Toshiba Corporation.

> " We just know the Nintex solution is going to save a huge amount of effort and hugely improve our data consistency.
>
> — *Eric Clark, Director of IT Infrastructure, Landis+Gyr*

## BUILDING A PROOF OF CONCEPT FOR WORKFLOW UTOPIA

In May 2015, Clark's frustration with the system led his team to attempt an Active Directory setup from Landis+Gyr's in-house HR program, but there just wasn't enough consistency in the metadata to make it work.

Clark especially enjoys the diversity of technologies at Landis+Gyr, which is how he ended up chatting with the SharePoint team about Nintex. The idea of automating user provisioning started to sound like an ideal, but possibly unattainable, state until Clark encountered Nintex. Clark believed Nintex Workflow might offer just the solution the company needed.

Knowing that Nintex partner WebVine had a hand in branding the look and feel of Landis+Gyr's SharePoint sites, he got in touch with WebVine director Marcus Dervin. He asked WebVine to submit a proposal for automating the company's onboarding processes. WebVine got the job and Clark named the project "Utopia."

## LEVERAGING A HYBRID SOLUTION TO SAVE COUNTLESS HELP DESK HOURS

Using SharePoint and Nintex on-premises, the team came up with three forms using workflows to generate Active Directory information and push provisioning to Office 365. This hybrid solution also sets up email and Lync accounts for new employees with standardized information pulled in by department and location.

The New User form captures simple user directory information like names, telephone numbers and addresses, but instead of text input, it has a pre-built list of office locations that pre-populates the form with additional information. It also includes a combination of application and IT services that can be requested for a user, such as hideaway software, IT services, applications and tools. This form is then submitted for approval through a combination of Nintex actions and PowerShell scripts that do the actual implementation and provisioning.

The Termination form allows someone with the proper authority to pick a name from Active Directory and schedule a system termination for an employee who's leaving, with options for email and telephone forwarding.

The Change User form allows the user to pick a name from the Active Directory and make changes to the attributes.

While these actions might seem simple, they can consume a huge number of help desk hours. In a 60-day window, Landis+Gyr's IT department processed 63 new user requests, 190 user changes and 37 disabled user accounts.

Throughout the development process, WebVine provided weekly support, exactly as Clark preferred.

While the user only interacts with the forms, behind the scenes, Nintex Workflow automatically creates the Active Directory account, auto-creates the Office 365 license and auto-assigns the license. When an employee leaves, Nintex Workflow handles this in reverse. Since IT employees would have to manually complete all of these tasks, automation frees up the help desk to tend to more pressing needs while the work gets done efficiently and correctly — Utopia.

Given that the Nintex forms would take a potential two-week slowdown down to an hour of automation, the Nintex solution could save as much as AU\$1,870 per user event, or in the case of the last 60 days — more than AU\$548,000, excluding any other increases in efficiency gains and/or additional time savings created by freed help desk time.

The project went all the way through development and testing with positive feedback from the IT department.

And then Clark got the news that the HR department was considering an add-on for SuccessFactors to manage the user attributes for onboarding, change and off-boarding.

Temporarily putting deployment of Nintex Workflow and Nintex Forms on hold was the logical, if painful, result.

Clark is hopeful that he'll be moving ahead with Nintex deployment. If necessary, he knows it'll be easy to integrate the Change User form with SuccessFactors because it will function basically the way it works now. It'll pick a person from Active Directory or SharePoint profiles and request changes to services and applications, making "Utopia" the method for handling all changes for IT services and Applications.

**Thanks to the ease and simplicity of Nintex, "it shouldn't take very long at all," Clark says.**

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