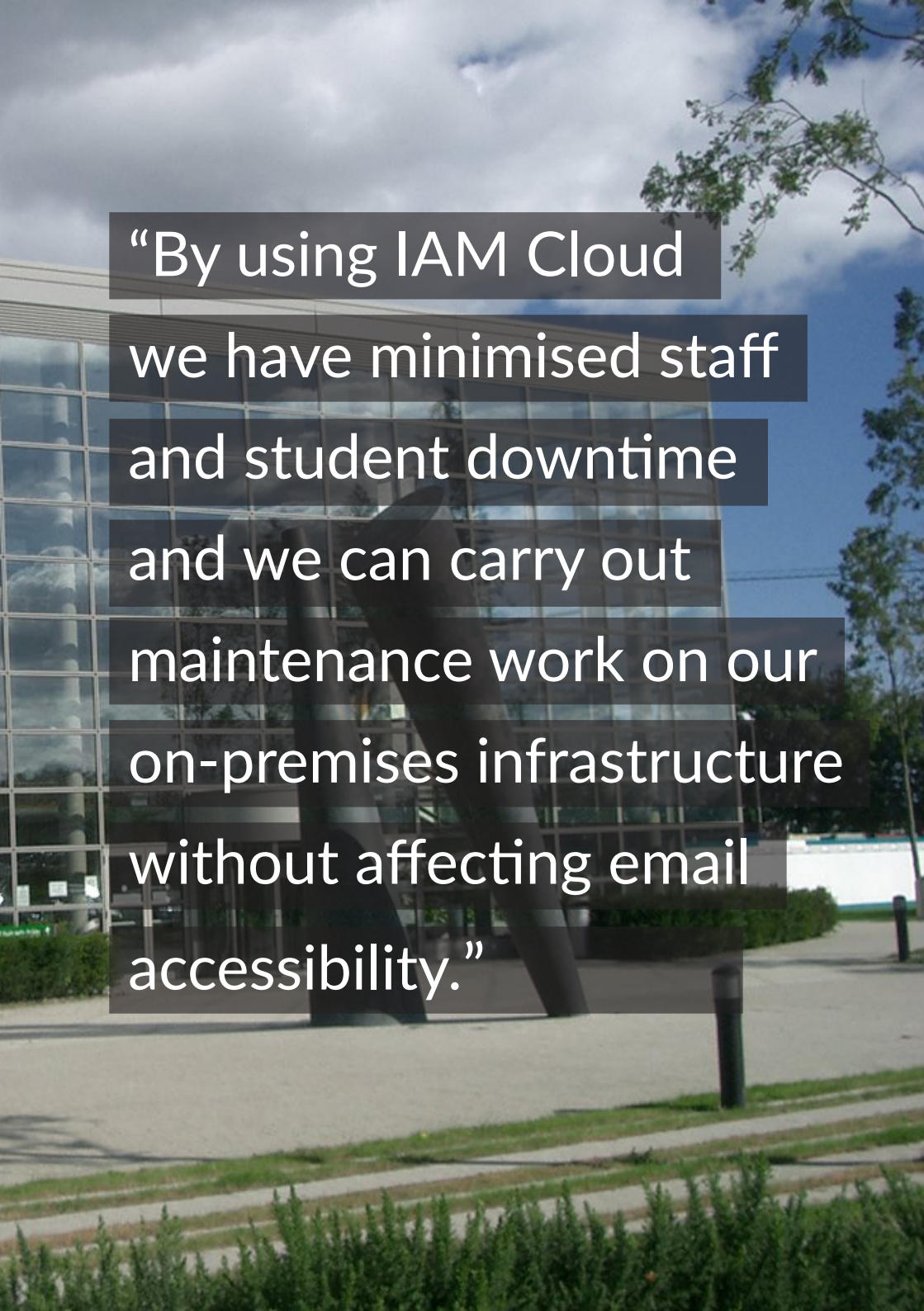




Dundalk Institute of Technology

CASE STUDY

Microsoft Worldwide Education Partner of the Year 2015



“By using IAM Cloud we have minimised staff and student downtime and we can carry out maintenance work on our on-premises infrastructure without affecting email accessibility.”

Dundalk Institute of Technology make huge infrastructure cost savings by moving to the cloud

The Dundalk Institute of Technology is a 90-acre campus situated in Dundalk, County Louth, Ireland, halfway between Dublin and Belfast. They have 4,500 full time students, 2,000 part-time students and around 500 members of staff.

Ian Bell, Senior Technical Officer in Computer Services, explains the challenges they were facing before speaking to IAM Cloud. He said:

“Back in 2010 we needed to move from Live@Edu to Office 365. We wanted a cost effective way of providing e-mail authentication without having the dependency on our campus IT infrastructure. We were concerned about downtime issues by depending on a dedicated server for Office 365 as this is how students would be accessing all their emails.”

“The biggest challenge we faced was finding a solution that could provide this service – the problem was that there was very little out there in Ireland for us to choose from.”

IAM Cloud are one the leading identity providers delivering Office 365 authentication in the cloud as a service. Having already worked with IAM Cloud on a smaller project Ian said it was an easy decision:

“The level of commitment and service provided to us in our previous experience with IAM Cloud made the decision easier, especially with the resources we could save by not having to run our own dedicated on-premises equipment.”



Not only are Dundalk Institute of Technology utilising IAM Cloud for their authentication of Office 365, but as IAM Cloud is a full identity and access management platform, they are now maximising the use of other features available in the platform as Ian said:

“We’re using the IAM Cloud Smart Links to enable Single Sign On for OneDrive and SharePoint as well as Office Pro Plus downloads.”

“We needed to update our password policy reducing the password expiration period, this resulted in an increase in users having to change their password. Now we’re using IAM Cloud’s Known Password Reset and it has worked extremely well. Students and staff can change their password on and off campus. We’ve seen a huge reduction in the burden on the IT Team (myself included) having to deal with password problems. We’re also in the process of rolling out the IAM Cloud Self Service Password Reset.”

He added:

“One additional feature we’ve used is TouchPoint, which allows us to communicate with staff and students via the login box, notifying them of important messages prior to them logging in.”

Dundalk Institute of Technology have been with IAM Cloud for nearly five years and in that time have been impressed with the level of service:

“The IAM Cloud Support Team provide an excellent service. The response time is swift and any issues are always resolved very quickly. IAM Cloud have become more customer focused with a big improvement in communications.”

“By using IAM Cloud we’ve minimised staff or student downtime. And we can carry out maintenance work on our on-premises infrastructure without affecting e-mail accessibility.”

The next phase for Dundalk Institute of Technology is to introduce Cloud Drive Mapper across the entire campus.

“We’re currently evaluating Cloud Drive Mapper with a possible roll out in September to all the student PC’s. The idea would be to replace the student’s on-premises home directory with their OneDrive but still look like they have access to their on-premises home directory, thus reducing storage requirements.”

When discussing the biggest benefit of IAM Cloud to Dundalk Institute of Technology Ian had this to say:

“I’m aware of other institutes trying to manage authentication themselves, but initially struggled with load balancing. Once initial set up is completed with IAM Cloud it takes little effort to maintain.”





www.iamcloud.com