



iThink Connect Sync

Customer: Fibre Broadband Provider

Objective: To simplify and streamline employee onboarding and offboarding processes using iThink Connect Sync for Breathe HR, integrating Breathe HR with Microsoft 365.

The Challenges

A leading provider of fibre broadband services in the UK, with over 500 employees and a network covering more than 1.5 million premises, faced several challenges in managing its human resources, especially when it came to onboarding and offboarding employees. With frequent changes in sales staff as campaigns to deliver fibre were switched on across different regions, the company needed a smooth and efficient way to grant and revoke access to its IT systems and resources for its employees. The organisation were onboarding and offboarding 30 sales people a month at peak periods.

Before implementing the solution, the company faced several challenges:

- **Manual and Error-Prone Processes:** The HR team had to fill out forms and send emails to the IT team to request the creation or deletion of user accounts in Microsoft 365 for new or departing employees. This process was time-consuming, inefficient, and prone to human errors and delays.
- **Security Risks:** There was no guarantee that the IT team would receive and act on the requests from the HR team in a timely manner, or that they would follow the correct procedures and policies. This could lead to situations where former employees still had access to the company's IT systems and data after they had left, or where new employees did not have the appropriate access levels and roles for their tasks.
- **Employee Frustration:** The manual processes resulted in frustration and dissatisfaction for both the HR and IT teams, as well as the employees.
- **Compliance Issues:** The manual processes posed significant security risks and compliance issues, such as potential security breaches, data leakage, and reputational damage.

Our Solution

iThink 365 implemented iThink Connect Sync for Breathe HR, a cloud-based solution that integrates Breathe HR with Microsoft 365. The goal was to automate and streamline the company's employee onboarding and offboarding processes.

Key Components

- **Automated User Account Management:** iThink Connect Sync synchronises user data between Breathe HR and Microsoft 365, applying predefined rules and policies for user account creation, disabling, licensing, and provisioning.
- **Enhanced Security:** The solution ensures that only authorised employees have access to the company's IT systems and data, and that former employees are promptly and completely removed from the access list.
- **Improved Efficiency:** The HR team can focus on core HR tasks, and the IT team can focus on strategic IT projects, rather than manual account management.
- **Cost Savings:** Optimised license management helps the company avoid paying for unused or unnecessary licenses, reducing IT costs and maximising return on investment.

Specific Examples of Improvements

- **Timely Account Management:** When a new employee is added to Breathe HR, iThink Connect Sync automatically creates a corresponding user account in Microsoft 365, assigns the appropriate license, and configures the permissions and settings according to the employee's role and department. When an employee leaves the company, iThink Connect Sync automatically disables the user account in Microsoft 365 and removes access to the company's IT systems and data.
- **Compliance and Security:** iThink Connect Sync provides full visibility and control over user account management, enabling the company to monitor and audit the onboarding and offboarding processes for compliance and security purposes.
- **Human Resources in Control:** Employee information was up to date, names, job titles, managers and department information could be updated in a matter of minutes rather than days.
- **Accounts secured:** Once the sync tool had been implemented, the company discovered that 78 accounts were still active, some of which had been inactive for up to 18 months, posing a significant security risk.

Results and Benefits

By implementing iThink Connect Sync, we achieved the following outcomes for the customer:

- **Improved Employee Experience:** The new employees had a much-improved experience with everything being ready for them when they started. This improved their productivity from day one.

- **Improved Security Posture:** The company can ensure that only authorised employees have access to its IT systems and data, reducing the risk of security breaches.
- **Enhanced Productivity and Efficiency:** The HR and IT teams can focus on core tasks, and employees can start working on their tasks as soon as they join the company.
- **Cost Savings:** Optimised license management helps the company avoid paying for unused or unnecessary licenses, reducing IT costs and maximising return on investment.
- **Compliance with Regulations:** The solution ensures compliance with data protection and privacy regulations, such as GDPR, by securely storing and deleting user data when no longer needed.

Conclusion

This case study demonstrates how iThink 365 helped a fibre broadband provider streamline its employee onboarding and offboarding processes using iThink Connect Sync. By leveraging automated user account management and enhanced security features, we were able to save the company significant time and operational costs, all while improving their employees' experience.