

# Simplification and Automation of the Processes in Higher Education With MidPoint

Rakkau assisted Universidad del Norte to simplify and automate processes by deploying midPoint seamlessly, while the university was in the process of replacing their HR solution.

## Overview



**Challenge:** Universidad del Norte's processes were carried out with a single, isolated tool. Moreover, many of them were done manually. The university also needed a solution to solve the faculty's and staff's complicated logic.



**Process:** The initial phase involved Rakkau conducting a discovery, designing architecture and processes, and choosing the most suitable platform. After selecting midPoint, Rakkau followed up with the implementation process.



**Outcome:** The first two stages of the project were completed within the designated timeframe, and the pre-existing tools were replaced according to the crafted roadmap. Rakkau made sure to integrate all planned platforms and synchronize all users successfully.



## About Universidad del Norte

**Universidad del Norte** is a private university in Barranquilla, Colombia. Established in 1966, it provides undergraduate and postgraduate degrees in engineering, business, law, social sciences, and the humanities. It is well-known for its academic excellence and commitment to research as well as sustainable development.

## The Objective

Universidad del Norte needed a comprehensive IdM solution. Processes were carried out with a single, isolated tool, and many of them were done manually. However, this was inefficient and error-prone. The university required a solution to solve its faculty's and staff's complicated logic. The reason for this was due to the data coming from numerous concurrent data sources for the same identities, because one user might have had multiple roles simultaneously. It also needed to integrate with specialized systems and platforms, which required the development of new connectors.

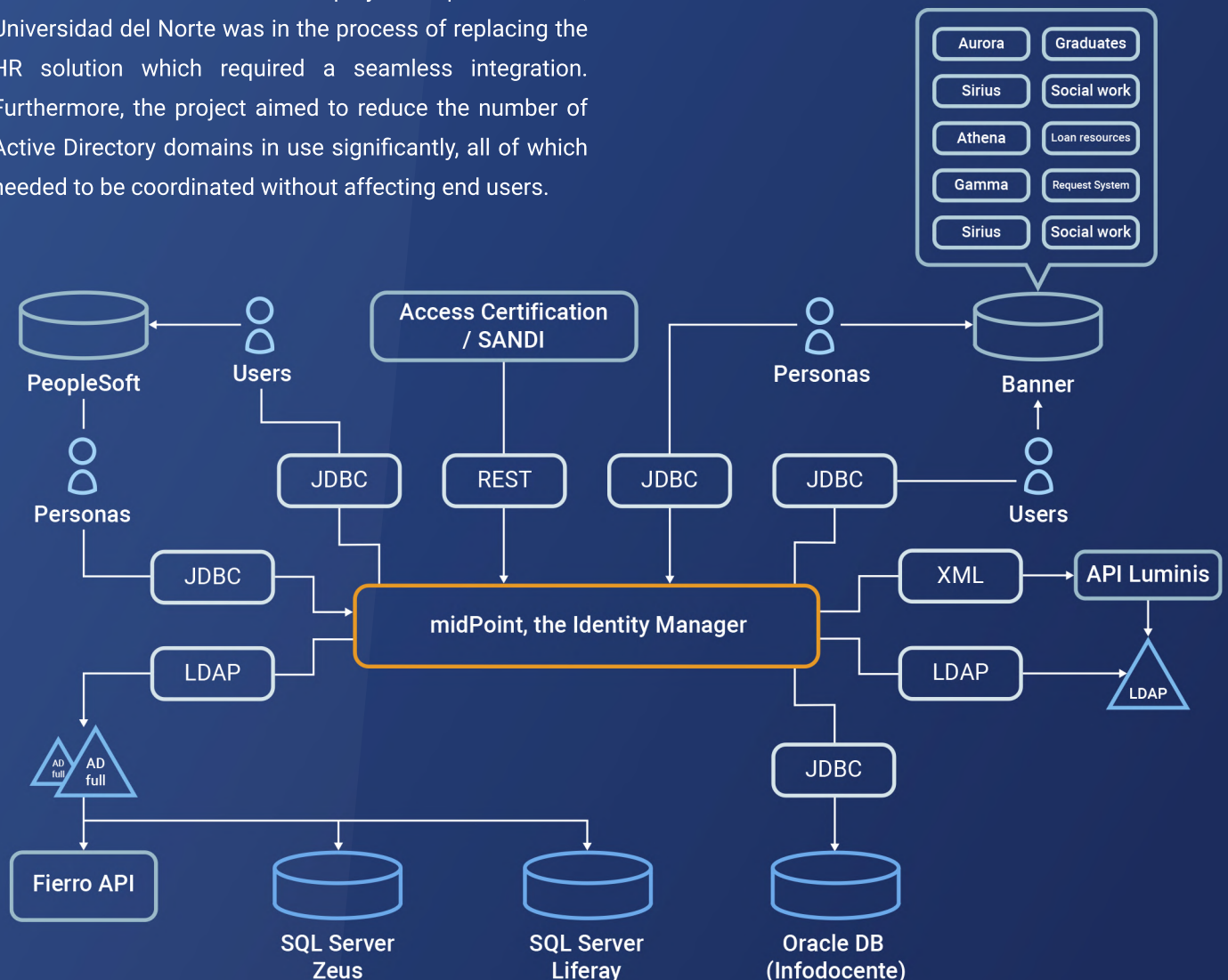
## The Process

In the project's initial stage, Rakkau analyzed the university's current processes and architecture. Rakkau then identified areas for improvement, as well as critical organizational requirements. During this stage, the top five platforms were meticulously evaluated across ten objective criteria, to determine the best fit for the customer's needs.

With midPoint being selected, Rakkau moved on to the project's second stage, which involved the platform implementation. Rakkau decoupled the existing integrations one by one, with no impact on end users. This step-by-step approach mitigated risks and allowed for a controlled progression, ensuring every aspect worked flawlessly throughout the process.

## The Challenge

At the same time of the project implementation, Universidad del Norte was in the process of replacing the HR solution which required a seamless integration. Furthermore, the project aimed to reduce the number of Active Directory domains in use significantly, all of which needed to be coordinated without affecting end users.



## The Outcome

Rakkau successfully completed stages 1 and 2 of the project within the designated timeframe, and replaced pre-existing tools according to the crafted roadmap. They made sure to integrate all planned platforms and synchronize all users successfully.

MidPoint's ability to adapt to the client's existing APIs and libraries without developing new systems is a measure of the project's success. Moreover, along with the project, other architecture simplification activities were carried out, allowing the platform to evolve with new product versions in a record time.



### About Rakkau

**Rakkau** is a company specializing in designing, implementing, and supporting Identity & Access Management solutions. Rakkau provides complete end-to-end solutions to their customers, with midPoint being a vital tool in their architecture.

They have a highly-experienced IAM and software development team, which enables them to create customized solutions that meet their customers' needs.