

USER PROFILE Case Study

Business Challenge

Staff turnover and additions are naturally a part of any business growth. A financial client needed a new employee profile to be set up for a new hire.

How much time do you spend creating a new profile for a new user? Is the new user set up with email and permissions so that they are ready to go on their first day?

What happens when you need to terminate a user after terminating an employee? How timely is that task?



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Solution

IRIS Solutions has administrator access to our client's networks. When a new user is about to start, we are able to work with our clients and create a user profile for the new employee.

The set up involves user permissions, user access, email account set up with an email alias if needed, and consulting on what software the user should have access to.

On the other side, when a user is terminated, IRIS Solutions is notified by the business owner and manager to cut off access to that account. We are able to back up and archive data from that users' desktop if the information is ever required.

Results

The business has a trusted relationship with a managed IT service provider to set up a new employee and ensure their access to the network. The business also has the ability to protect the proprietary data after an employee termination has occurred.

Client

- ▶ A Financial Organization in Charlotte, NC.

Challenge

- ▶ How do you ensure that new users are set up for success at the start? How do you know that a former user does not have access to your network after they are terminated?

Solution

- ▶ IRIS Solutions addresses each situation for our clients.

Results

- ▶ The client is secure from any action from a disgruntled employee on the network and the client is able to rely upon IRIS to set up new user profiles.

Best Practices

- ▶ Establish a managed service relationship with an IT Support Provider to help you be efficient and secure.