



IPAD Connector
A user-provisioning solution that streamlines the
management of identities across voice and network environments

Today's dynamic business climate sees organisations embracing communications technology as a tool for differentiation and improved business agility. While cost savings have historically been the primary driver for the adoption of IP-based communications, unified communications enables the productivity gains and client experience benefits many organisations have been looking for.

As a result, organisations around the world are either implementing the foundation technologies required for unified communications, or have started to integrate their communication channels across data and voice systems.

Unified communications refers to the integration of multiple communication channels (telephony, email, instant messaging, conferencing and productivity applications) and incorporates presence and identity information to deliver a rich communications experience.

The Identity Management Challenge

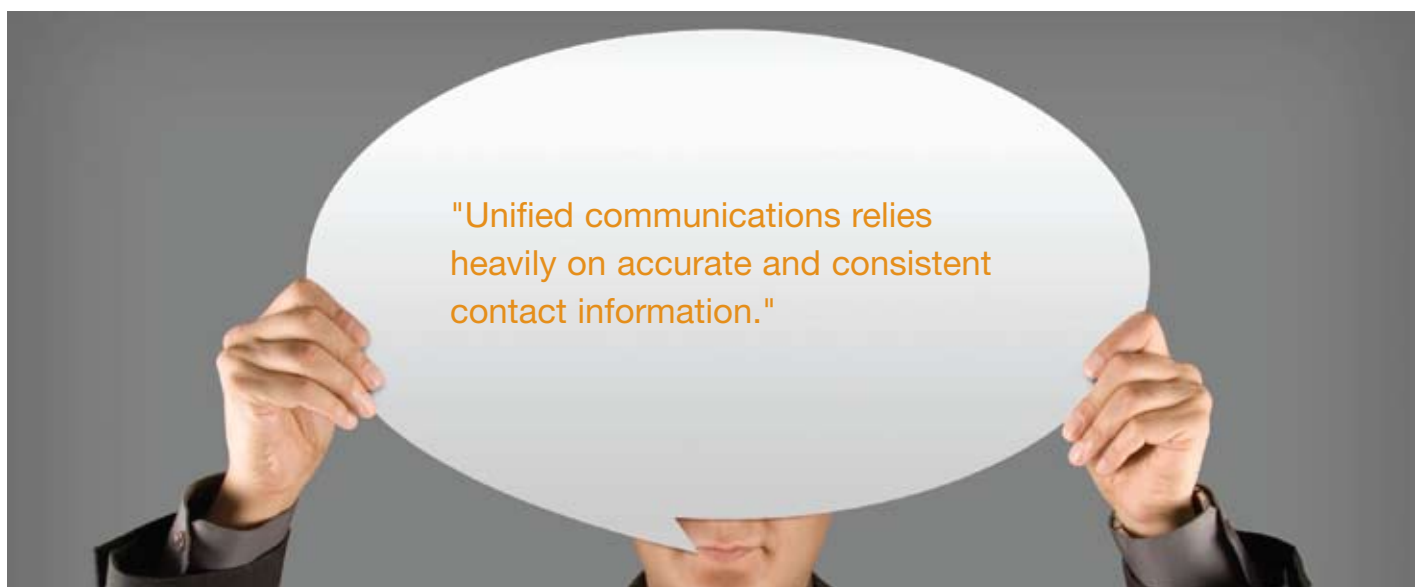
No one vendor today offers a complete suite of communication and collaboration technologies across both voice and data systems. As a result, an organisation will typically have multiple vendor products in their environment. This presents a need to integrate multiple technologies across multiple platforms and architectures to unify communications.

Unified communications relies heavily on accurate and consistent contact information. Ideally this information should be stored in one authoritative directory that is maintained as the true source of contact details.

The reality is that most organisations maintain multiple directories and that the number of directories seems to increase every time a new technology is added to the communications mix.

Without a solution to integrate identity across these systems, higher administrative costs are incurred, security loopholes are created and a seamless unified communications experience is inhibited (as end users must manage multiple usernames or logins).

IP telephony – a key building block for unified communications – is a typical example. With telephony previously separate from the data network, the management and provisioning of new users adds complexity for most network administrators as telephony identities are managed separately from the network logon account.





Typical Problems

▲ Accuracy

With multiple directories that need to be updated, the opportunity for human error and delays increases.

▲ Security

Risks increase when employees that leave the organisation still have access to corporate resources, or existing employees are incorrectly profiled and have access to restricted resources.

▲ Cost

Multiple directories are expensive and labour intensive to maintain, requiring more resources and skills to do so.

▲ Time

The time it takes to update multiple directories often results in delays in provisioning users with new systems and tools they require to be productive.

▲ Compliance

Without accurate information around roles and titles, organisations are exposed to risk.

Dimension Data's IPAD Connector

Dimension Data's IP Telephony/Active Directory (IPAD) Connector is a user-provisioning solution that streamlines the management of identities across voice and network environments.

The IPAD Connector simplifies the deployment and management of IP telephony by automatically provisioning users and synchronising user related information across Microsoft® Active Directory, Cisco Unified Communications Manager, Cisco Unity and Cisco Unity Connection. IPAD Connector acts as middleware between these enterprise and application directories to ensure they are consistent and up-to-date.

Using this solution, users can be automatically provisioned and de-provisioned in Cisco Unified Communications Manager based on information from Microsoft® Active Directory. The solution also ensures that key user attributes are synchronised into Cisco Unified Communications Manager throughout the user lifecycle (for example, a change in a user's surname is mapped to their calling name display on their telephone extension).

Additional optional components of the IPAD Connector solution can be implemented to automate the provisioning and management of voice mailboxes in Cisco Unity and Unity Connection.

The optional IPAD Extension Management System (EMS) automatically allocates phone extensions to a user based on their office location. When a user leaves the organisation, the system automatically marks their extension as available for re-assignment.

IPAD reduces the cost, time and security risk associated with updating multiple directories by integrating Cisco's voice and unified communications systems into a Microsoft® Active Directory environment.

How it Works

The IPAD Connector uses Microsoft's Identity Lifecycle Manager (ILM) to implement a solution for managing distributed identity data from a central point. ILM uses a unified view of all identity information associated with a user and a customisable rules engine to automate the synchronisation of user data between connected systems. Dimension Data has created management agents to connect Cisco voice and unified communications systems to ILM. These agents along with custom rules extensions manage the provisioning processes and flow of user data between the connected systems.

IPAD integrates the Microsoft® Active Directory and Cisco unified communication environments by:

- ▲ Providing a single point of user administration
- ▲ Ensuring consistent replication of user information
- ▲ Managing additions, changes and deletions
- ▲ Providing logging of changes to these environments
- ▲ Allowing mapping of data fields and data transformation between the various systems
- ▲ Scaling to connect additional directories for a complete identity management system

When deploying IPAD Connector, Dimension Data will:

- ▲ Review and assess identity requirements across the designated application and enterprise directories
- ▲ Implement the core IPAD Connector software infrastructure
- ▲ Configure IPAD Connector to implement client identity rules and policy
- ▲ Provide operational skills transfer for ongoing monitoring and operation of IPAD Connector

Technical Features

- ▲ The solution does not require schema changes to Microsoft® Active Directory
- ▲ The solution does not require modifications to Cisco Unified Communications Manager, Cisco Unity or Unity Connection
- ▲ The solution supports all Cisco Unified Communications Manager user attributes
- ▲ IPAD Connector supports mapping/transformation of user attributes between connected systems
- ▲ The solution can be extended to support additional user directories and applications



Reduce Cost

Business Benefits

Working with our clients' existing investments in Cisco IP telephony and Microsoft directory management technologies, IPAD Connector will:

- ▲ **Boost productivity**

Reduce the time new employees spend waiting for network logins or phone numbers to be assigned. Changes to location, phone number or access privileges are also faster and more efficient.

- ▲ **Increase security**

By extending the user-provisioning process to include IP telephony, IPAD Connector ensures users cannot access systems once they have left an organisation.

- ▲ **Improve compliance**

IPAD Connectors' policy driven by rules that ensure a consistent state and format of data across all directories.

- ▲ **Reduce potential for manual data entry errors**

Automation and integration ensure consistency and accuracy of all data, reducing support calls.

- ▲ **Minimise disruption**

IPAD Connector uses Microsoft Identity Lifecycle Manager to make all the connections between Microsoft® Active Directory and Cisco Unified Communications Manager without having to change these systems.

- ▲ **Scale to requirements**

The flexible technology framework of IPAD - can scale from hundreds of users to the largest enterprises.

- ▲ **Reduce management costs**

User additions, changes and deletions can be made once and automatically and consistently applied to multiple systems, minimising administrative and support requirements.

- ▲ **Enable unified communications**

IPAD Connector enables consistent user attributes across systems without requiring their intervention.

Why Dimension Data

The accolades Dimension Data has received from partners, clients and industry bodies are the strongest possible endorsement of our skills and expertise in the area of unified communications. These awards bear testament to our extraordinary people, proven methodologies and organisation-wide focus on crafting solutions that have tangible business benefits for our clients.

Most recent accolades include:

- ▲ Microsoft Gold Partner of The Year, Active Directory© and Identity Management Solutions for our IPAD Connector (2008)
- ▲ Microsoft Global Partner of the Year for Exchange Migration and Deployment (2008)
- ▲ Cisco's largest IP telephony deployment partner globally, with more than 1,200 000 IP handsets deployed to date
- ▲ The first integrator to deploy a client solution that integrates Cisco Unified CallManager and Microsoft® Live Communications Server for a client in Australia, for Microsoft Corporation at their European Executive Briefing Centre in Belgium and for Cisco at Microsoft's Partner Solutions Centre in Redmond, USA
- ▲ Cisco Mobility Solutions Partner of the Year (Europe, Italy)
- ▲ Cisco IP Communications Partner of the Year (Germany, Spain)
- ▲ Cisco Unified Communications National Partner of the Year (North America)



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