

# Case Study

Deployment of Microsoft Identity Manager to Synchronize User Identity Information from Oracle EBS to Active Directory

**The Customer:**  
FKI Technologies\*

**Industry:**  
Information Technology

**Location:**  
Cape Town, South Africa

FKI Technologies\* have over 50 years of combined technology experience delivering innovative infrastructure solutions to the small and medium size businesses and the public sector.

They are a Microsoft Certified IT consultancy firm that specialize in delivering Office 365, Microsoft Azure & Google solutions to small and mid-market businesses in Southern Africa. FKI Technologies\* has extensive experience with Office 365, Google Apps and Amazon Web Services.



Leveraging best-in-technology solutions and building strong relationships, they provide their clients with the most cost-effective solutions that make their business more efficient and with the support to back it up

## Overview

FKI Technologies\* was delivering solution to one of the leading universities for streamline the onboarding process of a student/employee. They had to do this by aligning database with IT functioning.

However, their then-operating user identity Information was spread across two different directories at the University mainly Active Directory & Oracle EBS.

Hence, whenever a new student or employee joins a university, all information were supposed to be entered first in Oracle EBS system & then a request was raised to IT Team for provisioning of one's account manually in Active Directory.

We helped FKI Technologies\* in synchronizing user identity information from Oracle EBS to Active Directory for all existing user accounts.

(\*As we are white-labelled service providers, we cannot disclose the actual names or locations of our customers. Hence all customer names that we use in our case studies are hypothetical- unless they give us the permission to use their names)

## Technical Challenges

- Their then-operating user identity Information was spread across two different directories at the University mainly **Active Directory & Oracle EBS**.
- Whenever there's a new onboarding, all information was entered first in Oracle EBS system & then a request was raised to IT Team for provisioning of one's account **manually** in Active Directory.

## Solution

We helped FKI Technologies\* in synchronizing user identity information from Oracle EBS to Active Directory for all existing user accounts - wherein attributes such as Employee Number or Student ID Number could be written back to AD from Oracle EBS using MIM (Microsoft Identity Manager) 2016.

Here are the steps we followed for writing any new user attributes back to AD from Oracle:

- 1) Added new attribute flow in Outbound Synchronization Rule created from MIM Portal for attribute which needs to be written back to Active Directory from MIM, likewise we did for Metaverse Attribute employee ID writing back to employee Number in AD.
- 2) Ran following profiles on AD MA & Oracle EBS MA to update connector space & in turn MIM Service Database with any new changes / updates etc. in active directory or oracle database.
  - Full Import
  - Full Synchronization
- 3) Ran following profiles on MIM MA to get this synchronization rule along with new ad or oracle changes updated in MIM Service database.
  - Full Import
  - Full Synchronization
  - Export
  - Delta Import
- 4) Triggered export run profile for writing back changes to AD while synchronization service manager began to show list of objects for which updates/changes will be pushed.

## Technologies used



## Accomplishment

Configuration of Microsoft Identity Manager in Active Directory environment helped the University utilize Oracle enterprise Business System as a self-service portal.

After successful execution of MIM deployment, user creation and management now happen on Oracle EBS which stays in sync with information on AD.

The benefit that they saw was that they do not have to make 2 entries. Whatever is changed in one directory now automatically gets changed in the other too.



## About Infrassist

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