iLink Digital

Modernizing **Access Management System** for A Non-Profit Organization

BUSINESS CONTEXT

A prominent organization in the social services sector, faced challenges with an outdated in-house access management system. Manual procedures for email account provisioning and license management were burdensome for their IT department, while maintaining legacy code and databases added complexity to their operations.

CHALLENGES

- Manual touchpoints consume significant IT resources.
- Legacy systems are unable to keep pace with evolving needs, leading to inefficiencies.
- Need for modernization to drive productivity and innovation.

TECH STACK

Azure App Services

Azure Static Web Apps

Azure DevOps

.NET Core

Angular JS

SOLUTION

iLink Digital embarked on a mission to modernize the organization's access management system, leveraging a suite of innovative Azure technologies and robust frameworks. The solution included:

- Automation of key processes such as employee onboarding and termination.

- Migration of legacy systems to Azure for scalability, reliability, and enhanced security.

- Introduction of modern development frameworks for rapid application development and deployment.

BUSINESS OUTCCOMES

- Drastic reduction in manual touchpoints, freeing up valuable IT resources.

- Enhanced accuracy and consistency in processes such as employee onboarding.

- Streamlined application maintenance, enabling focus on strategic initiatives.

- Vast improvement in user experience, fostering a culture of innovation and driving organizational growth.

CUSTOMER SATISFICATION

The seamless implementation of iLink Digital's solution resulted in exceptional customer satisfaction at the organization. Positive feedback and testimonials highlighted the significant improvements in user experiences and operational efficiency. The modernization of their access management system positioned the organization for long-term success in a digital-centric world.

CONCLUSION

Through the strategic integration of iLink Digital's expertise and Microsoft technologies, the organization successfully underwent a digital transformation journey. The modernization of their access management system not only addressed immediate challenges but also empowered the organization to embrace innovation and drive growth in a rapidly evolving landscape.