



**Infrassist**  
Helping MSPs Scale

# Case Study

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

## About Client

JEC Technologies Group with three partners 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. JEC Technologies Groups 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.

## Solution

We helped JEC 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 Microsoft Identity Manager 2016.

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

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.

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

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

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.

Installed Professional Edition of OS with updated Windows 10 build (Release Version) to join Windows 10 Devices to Azure Active Directory as all windows devices are running with Home Edition.

Set up Microsoft 365 CSP Tenant and provisioning of all users, aliases, Office 365 groups, distribution lists, shared mailboxes & licenses

Email & Data Migration

Setting up Users Workstations, Apple MacBook, iOS & Android Devices

Configuration of Office 365 Backups

## Technical Challenges

JEC Technologies Group was delivering solution to one of the leading Universities for streamlining onboarding process of student/employee by aligning database with IT functioning. However, 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 can be raised to IT Team for provisioning of one's account manually in Active Directory.

## Technologies Used



## Accomplishment

- Configuration of Microsoft Identity Manager in Active Directory environment helped University utilize Oracle enterprise Business System as a self-service portal.
- After successful execution of MIM deployment, user creation and management now happens on Oracle EBS which stays in sync with information on AD.

# Your Success is Our Priority

Trusted by 150+ MSPs Globally



*We're Infrassist - a trusted white label Managed IT & Professional Services partner for MSP businesses. Our services span 24/7 NOC, Helpdesk, Teams Support, and Professional Services, strategically tailored to support MSPs in attaining service excellence and drive profitable growth. Having 150+ MSP partnerships globally, we offer the right balance of **COST + EXPERTISE + VALUE** that helps MSPs in enhancing operational & service efficiency.*



**150+**  
MSPs Served



**70+**  
Technology Experts



**24/7**  
Support Operations



**15+**  
Countries



**27001:2001**  
Certified

Let's Talk Business!