GAL SYNCHRONIZATION FOR AXIATA (TELCO)

Axiata, a major telecommunications company, needed to resolve inconsistencies and inefficiencies caused by manually synchronizing contact information between its partner and customer Active Directory environments.

The Challenge

The process of manually updating contact information was time-consuming, error-prone, and led to inconsistent data and a poor user experience. As the organization grew, this manual process became unsustainable.

The Solution

- Deployed Microsoft Identity Manager (MIM) to enable automated Global Address List (GAL) synchronization between the two Active Directory environments.
- Established custom rules to ensure only required attributes were synchronized, maintaining data integrity.
- Implemented a robust error-handling mechanism to detect and resolve sync failures proactively.
- Conducted extensive testing and a pilot run to ensure a seamless implementation

Results

- Seamless synchronization of global address list (GAL) data.
- Improved communication between partner and customer employees.
- Increased efficiency in managing email communication.
- Reduced manual effort and eliminated data entry errors.

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Conclusion

Kloudynet implemented a robust MIM-powered GALsync solution that eliminated manual errors, streamlined processes, and improved collaboration and business efficiency for Axiata.

Kloudynet