Challenge

Finding a directory services management solution capable of meeting Rio Tinto's rigorous service level agreements at a reasonable cost.

Solution

Leverage Itergy's in-depth understanding of Microsoft Active Directory and Identity Management to provide Rio Tinto with a Directory management solution of greater value.

Benefits

- Enhanced security
- Improved AD reliability
- Reduced costs
- Increased employee productivity
- A more consistent AD
- Better compliance
- Worldwide coverage

About Itergy

Established in 2001, Itergy provides best of breed managed and professional services for Microsoft infrastructure technologies. Itergy manages client domain controllers in 65 countries on 6 continents.

Situation

Rio Tinto is one one of the world's leading mining and exploration companies.
In 2003, Rio Tinto was challenged to improve the stability and security of Microsoft® Active Directory® (AD) globally. External AD knowledge and technical expertise were required to achieve this goal.

Solution

Itergy had a solid reputation in this niche market and was chosen to assist Rio Tinto in defining their AD needs and to develop the necessary metrics to minimize the risk of operational disruptions. Itergy developed an Active Directory managed service based upon service levels and began supporting AD in "project mode". The Itergy Active Directory Managed Service (ADMS) evolved to the present day service; with worldwide coverage, built upon service level agreements and providing 24/7 expert support. Proactive management of Rio Tinto's AD and Identity Management infrastructure has resulted in a more stable, consistent and secure platform.

Because of the scalability of the solution, Itergy has also been able to efficiently deliver several large integration and divestiture projects. Itergy supported the integration of Alcan into Rio Tinto and has also been responsible for developing the architecture and delivering on the integration of other key security technologies.

In January 2011, Rio Tinto renewed their contract with Itergy. Itergy will continue to be responsible for managing and evolving Rio Tinto's worldwide Active Directory environment on a 24/7 basis.

Benefits

Rio Tinto has improved operational performance, enhanced security, reduced complexity, decreased operational costs, and built a more streamlined and efficient IT environment worldwide, supported by Itergy.

Prior to 2005, Rio Tinto had experienced several outages. Working with Rio Tinto, Itergy helped improve the architecture and design of AD and implemented more stringent security and management standards. This Active Directory managed service has reduced the risk of operational disruption and optimized Rio Tinto's AD performance. It has also resulted in a more consistent and secure model.

Today's security issues require organizations to manage users more efficiently and accurately while granting them access to network resources. With support from Itergy, Rio Tinto has been able to develop a consistent and effective identity and access strategy.

By utilizing ITIL-based management methods, Itergy provides a solution that regularly monitors the state of AD and proactively identifies potential threats. It also integrates with Rio Tinto's ITIL-based Service Model. As a result of this solution, Rio Tinto has realized benefits including a reduction in the number of incidents, better deployment of anti-virus software, regular maintenance, better security and lower training costs

Itergy
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www.itergy.com
Montreal, Toronto, Quebec City, Reading (UK).

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