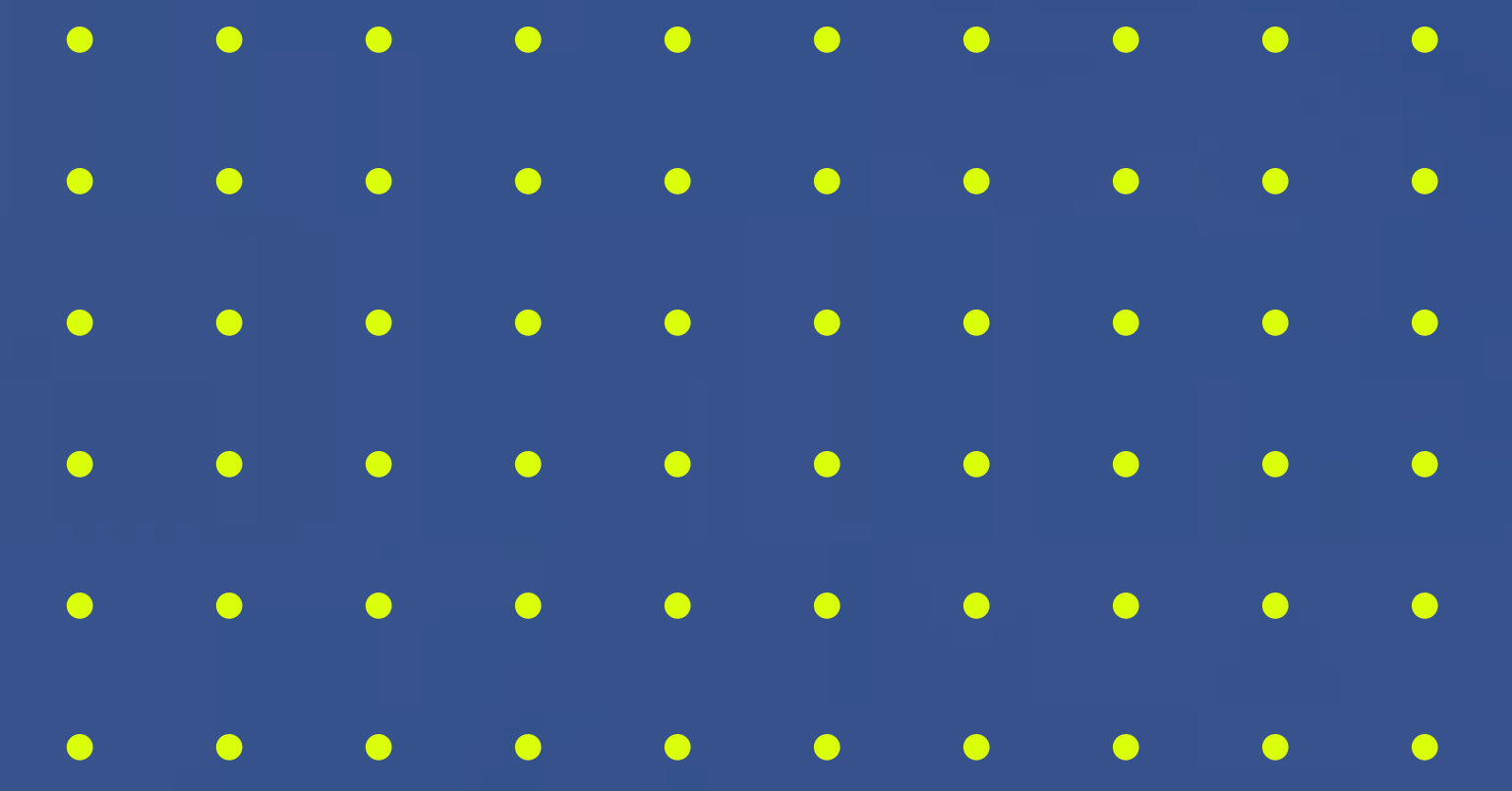




Barry University

Barry University's Employee &
Student Provisioning
Transformation

ABOUT BARRY UNIVERSITY

Location: Miami Shores, Florida

Founded in 1940 by the Adrian Dominican Sisters, **Barry University** is a private Catholic institution offering more than **100 degree programs**, from bachelor's through doctoral level, across its main campus in Miami Shores, a law school in Orlando, and additional sites throughout Florida. Barry serves roughly **6,800+ students** alongside approximately **2,000 faculty and staff**.

Core Systems

- Workday (HRMS) – authoritative source for employee identity data
- Banner / SIS delivered via SFTP – source for student identity data
- Microsoft Active Directory (on-premises), Microsoft Entra ID and Microsoft 365
- QuickLaunch Identity Lifecycle Management (ILM) and Identity Provisioning
- Operational dashboard for provisioning health, currently being replaced by a QuickLaunch-native dashboard

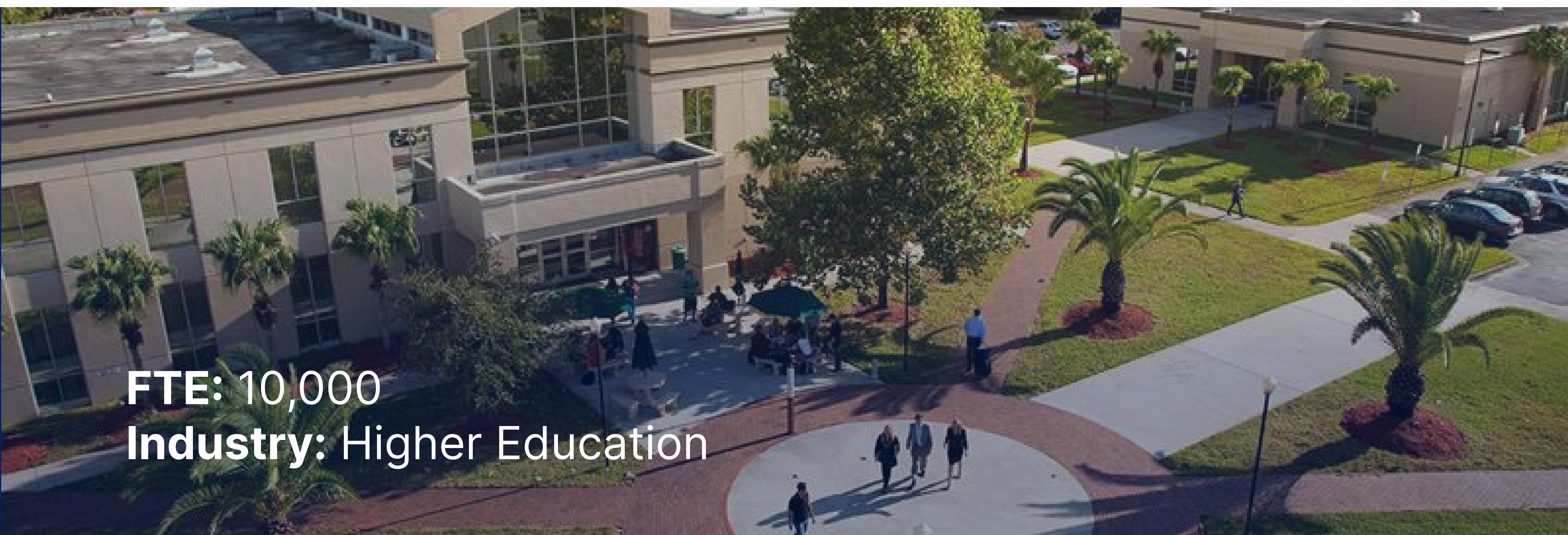
CHALLENGES:

Barry needed a single, automated identity lifecycle solution covering two very different populations – employees sourced from Workday and students sourced from SIS files delivered by SFTP. The requirement was not an out-of-the-box deployment but a purpose-built implementation that could keep pace with Barry's evolving processes.

- Manual, fragmented account provisioning across separate employee and student populations, with no unified lifecycle framework
- No event-driven link between Workday HR events (Hire, Rehire, Termination, Hire Rescinded, Retiree) and account creation, update or removal
- Name changes, manager, department and division data maintained by hand, leaving directory records inconsistent and driving avoidable helpdesk volume
- No consistent deprovisioning policy or data-retention schedule for disabled accounts
- No automation for Microsoft 365 group management or time-bound program and guest accounts
- Limited proactive visibility into provisioning health at scale

FTE: 10,000

Industry: Higher Education



SOLUTIONS:

QuickLaunch built and operates two tightly coupled provisioning pipelines for Barry – one for employees, one for students – along with Microsoft 365 group automation and proactive monitoring.

1. Employee Identity Lifecycle (Workday to Active Directory)

■ Event-driven provisioning:

Workday events (Hire, Rehire, Retiree) automatically trigger Active Directory account creation and welcome emails to official and personal addresses.

■ Population segmentation:

dedicated provisioning paths for faculty, adjuncts, contingent/student workers, remote-site staff and rescinded hires.

■ Rename and update:

name changes cascade automatically to the AD username and email address, with a structured notification cadence through final retirement of the old identity on day 31.

■ Organizational hierarchy:

manager, department and division are computed automatically from Workday and kept continuously in sync with Active Directory.

■ Deprovisioning and purge:

Termination and Hire Rescinded events move accounts to a disabled OU, retained roughly 60 days before permanent purge.

2. Student Provisioning (Banner to Active Directory)

- Student and user data is now synchronized directly from Banner to Active Directory, replacing the legacy SFTP-based SIS integration. The integration supports both Law and Non-Law populations and includes automated user classification (regular, accepted, alumni, and inactive), account reactivation, and cleanup processes to ensure Active Directory remains accurate and up to date.

3. Microsoft 365 Group Management

- QuickLaunch automatically creates and manages distribution and mail-enabled security groups in Microsoft Entra ID, beyond standard Microsoft 365 license management.
- Time-bound guest and cached accounts for short-term programs are provisioned at start and removed at conclusion.

4. Proactive Monitoring and Support

- QuickLaunch proactively monitors Barry's provisioning dashboard (refreshed three times daily) to catch and resolve issues before they reach end users, backed by a weekly governance call covering open tickets and dependencies.
- A native QuickLaunch-hosted dashboard is in development, replacing the current client-managed layer with real-time visibility.

OUTCOMES:

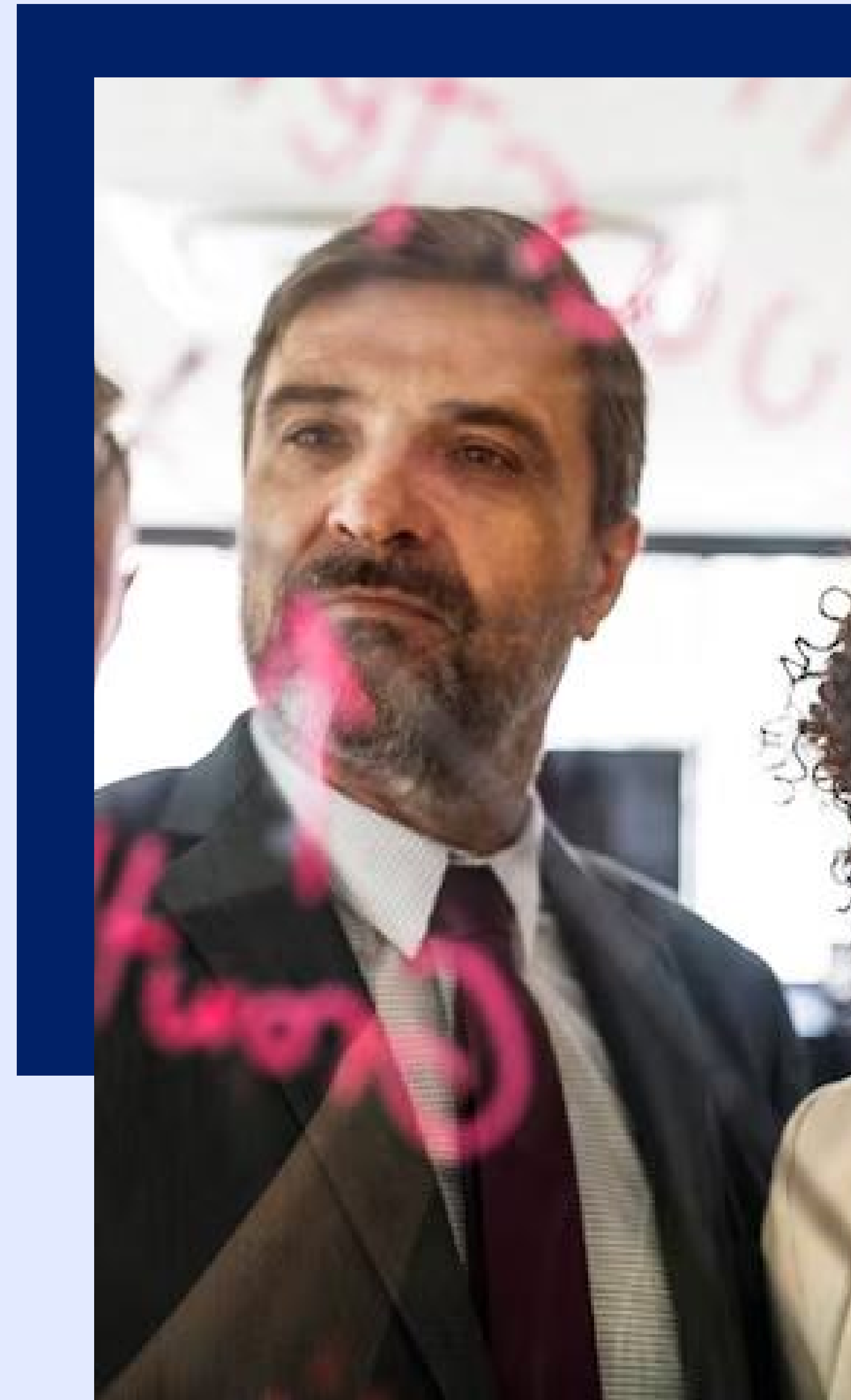
- Fully automated employee identity lifecycle - creation, update and deletion - driven directly by Workday HR events
- Fully automated student identity lifecycle across both Law and Non-Law populations, sourced from SIS data
- Manual account administration eliminated across two distinct, high-volume populations
- Automated rename and notification workflow that keeps users and downstream systems informed while reducing helpdesk load
- Accurate, automatically computed organizational hierarchy kept continuously in sync with Active Directory
- Consistent, policy-driven deprovisioning and a defined retention and purge schedule that strengthens security hygiene
- Automation extended into Microsoft 365 group provisioning, beyond standard license management
- Proactive, QuickLaunch-managed monitoring with a weekly governance cadence, reducing the burden on Barry's internal IT team



CUSTOMER VALUE:

Barry University is a strategic, business-critical account for QuickLaunch, reflecting both the scale of its identity footprint and the depth of customization delivered. Rather than a standard deployment, Barry's solution has been shaped by years of iterative enhancement - hundreds of workflow refinements since go-live - to keep pace with changing requirements.

- ✓ A single provisioning framework spans two very different source systems, Workday and Banner, without requiring Barry's IT team to manage the underlying complexity
- ✓ Dedicated senior account ownership and a structured support cadence, including weekly ticket reviews and proactive dashboard monitoring
- ✓ Custom logic - dependency-driven manager, department and division computation, structured rename workflows, and time-bound guest account handling - tailored precisely to Barry's operational needs



FUTURE SCOPE:

- Launch the QuickLaunch-native monitoring dashboard, replacing the current client-managed reporting dependency
- Extend group provisioning to Microsoft Unified Groups, and into on-premises Active Directory with OU structures that mirror Entra group assignments
- Productize the Microsoft 365 group creation and management capability piloted with Barry as a broader QuickLaunch offering for higher education