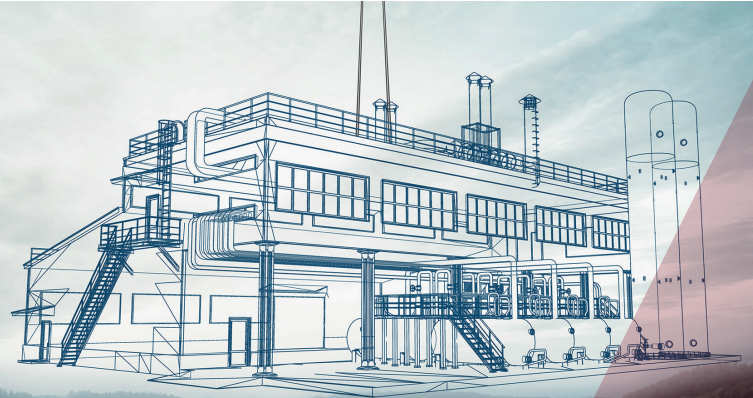


Case Study



chemengineering

Company Profile

The Chemengineering Group is a global consulting and planning company with a focus on the GxP-regulated environment. With more than 400 employees, they offer the full range of services in the areas of pharmaceuticals, biotechnology, fine chemicals, medical technology, cosmetics, diagnostics and food – from consulting to concept studies and further on to turnkey solutions.

Technologies



Chemengineering: Secure Device and Account Management in the Cloud

Challenge

- User accounts for new employees were previously created and managed on-premises, requiring a high level of manual effort by the IT department
- The requested information fields are not typically available in the Cloud
- An efficient and cost-effective alternative for the existing Mobile Device Management solutions was sought, with the migration needing to occur within a short timeframe

Solution

- Implementation of a Power App-based form for creating new user accounts, including automated workflows with Power Automate
- Deployment of Mobile Device Management with Microsoft Intune, including the migration and configuration of approximately 300 iOS devices
- Knowledge acquisition in both Microsoft Intune and Power Platform

Benefit

- Cost savings and relief for the IT department
- Quick and simple provisioning of new user accounts, including the automation of individual process steps
- Flexibility in both solutions allows for the addition of further processes
- Streamlined IT and integration/synergies within M365

New employees require their own user account to start working. At Chemengineering, the creation process for user accounts previously took place manually and on-premises. Employees with admin rights used a form based on a self-developed Visual Basic application to create a new user account, including assignments and access, on-premises. This information was then transferred to the Cloud through Active Directory Sync. However, due to the on-premises focus, home drive shares for storing personal data still existed, and notifications were also handled on-premises.

As Chemengineering switched to Microsoft 365 and Azure as part of its digital transformation, the existing technical onboarding process for new employees no longer aligned with the company's strategic direction. For the necessary process optimization, Chemengineering relied on its partner, novaCapta, whom the responsible parties already knew from a successful project in the area of Mobile Device Management.

change mailboxes, are now automated thanks to Power Automate and Azure Active Directory. Data storage and management are handled through SharePoint. Another workflow ensures that a welcome email is automatically sent to new employees.

One of the key challenges was implementing the required attributes, as some of them, such as initials, are not typically available in the Cloud. However, thanks to the cross-functional collaboration at novaCapta, this synchronization was achieved seamlessly.

With the use of the Power Platform, the creation of new user accounts, including provisioning, now takes only a few minutes and can also be handled by employees outside the IT department. This significantly relieves the IT department and streamlines the processes, as explained by Cem Esermann, Head of ICT at Chemengineering: „The automation of the onboarding process makes us much more efficient. In addition to the reduced manual effort due to fewer participants, we benefit from quicker,



We are absolutely satisfied with the trustful collaboration. novaCapta is an extremely competent partner who looks beyond the obvious and proactively contributes ideas and suggestions for optimization – we feel in excellent hands!



Cem Esermann – Head of ICT at Chemengineering

Quick and easy provisioning of new user accounts with Power App & Automate

To optimize the employee onboarding process, novaCapta implemented Power Platform. New user accounts are now created quickly and easily using a Canvas App-based form. Power Apps access the on-premises server via Azure Function and Azure Relay Service, where the corresponding PowerShell scripts are executed. Accounts are then automatically transferred to the Cloud as usual through Azure Active Directory Sync. License and access rights assignments, as well as the setup of Ex-

shorter processes and have been able to significantly reduce the margin for error.“

A swift migration of approximately 300 iOS devices to Microsoft Intune

In a previous project, essentially as a basis for the onboarding automation and other planned projects, novaCapta introduced Microsoft Intune, replacing two existing Mobile Device Management tools (Blackberry and MobileIron) at Chemengineering. „We were simultaneously paying for two inefficient solutions: one turned out to be incompatible, and the other was antiquated and costly.

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Microsoft Intune, thanks to existing licenses, is not only more cost-effective but also state-of-the-art,” describes Cem Esermann the situation. Since the necessary license renewal was approaching, novaCapta had to migrate and configure the approximately 300 used iOS devices within a very tight one-month timeframe.

Mobile devices were already fully managed before (new devices came from a single distributor, onboarding was done through the Apple Business Manager, and then policies and applications were distributed), and this remains the case in Intune. In doing so, novaCapta implemented compliance, security, and device policies for both company-owned and BYOD devices.

Building up knowledge in internal IT

As an apprentice worked on the transition to Intune as a final project, the entire migration and configuration process was carried out in workshop mode. This trained the internal IT department and allowed the transfer and acquisition of the necessary know-how. This knowledge forms the foundation for potential customizations since Microsoft Intune serves as a baseline and can be easily expanded – in line with Chemengineering’s future plans, which also include the long-term integration and management of Windows devices in Intune.

Furthermore, Chemengineering is partnering with novaCapta for further projects. In addition to employee off-boarding, which complements the already implemented onboarding process, topics such as endpoint security, mail security, and antivirus systems are on the to-do list for 2024.

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