# Uniting Islands of Autonomy

A Project Summary |

## Background

Some organisations are driven from a central headquarters and are dominated by corporately imposed standards. Others thrive on autonomous business units each with their own internal standards. Both approaches have their merits, but there are clear advantages to be gained by ensuring that everyone can communicate with each other efficiently and effectively.

The Knowledge Manager in one organisation realised he had an uphill struggle ahead of him, when he found that there wasn't even a single corporate telephone directory. An initial survey revealed that there were 8 separate email systems within the corporation. Each of these separate systems had their own domains and directories based on a wide range of differing technologies.

At this point, he called on the services of Addept Solutions who already had a reputation for solving issues such as this.

## The Challenge

Each of the email servers were on separate networks, each of which were protected by firewalls. If the solution was to sit on a separate intranet site, the export/import routines had to cross these firewalls.

## The Implementation

Addept were able to implement Connect to provide a uniform view of everyone in the organisation. This was achieved using the bi-directional multi-directory synchronisation features of Connect. The system was configured so that it could import the accounts, names and contact information from each of the different email systems. The Connect "Provider" technology supports all of the different directory types that were in use throughout the organisation.

This took some careful design work to ensure the routines were using only a limited number of ports through the firewalls, but having successfully



**Connecting a Disparate Corporation**

= Firewall
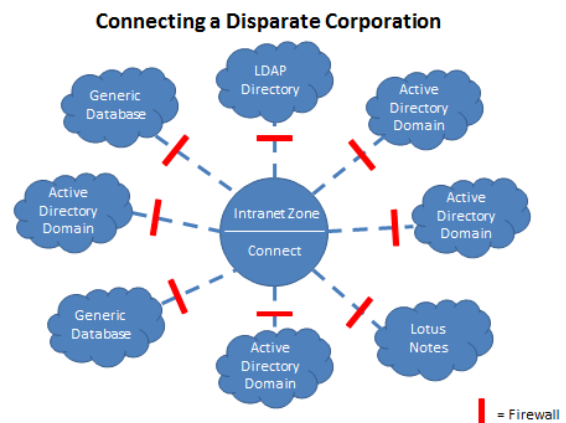
negotiated this hurdle, the running of the import routine could then be automated. The imports were set to run at regular intervals at a time when the systems were not in heavy use. This meant that new employees were automatically added to Connect and that people leaving the organisation were also flagged.

## The Benefits

By implementing Connect in this way, it became the single Global Address List and the only system to join up all the different groups within the organisation.

Individual users were also given the freedom to update their telephone numbers if they were incorrect and include additional information about themselves.

This additional information included such things as:

- The languages they spoke
- Their skills & experience
- A free text profile of themselves
- Their picture
- Their department and colleagues
- Their interests

all of which is very useful in helping people expand their personal network for the benefit of all the business units.

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