



Embry-Riddle Aeronautical
University
Prescott, AZ and
Daytona Beach, FL
www.erau.edu

Industry:

Education & Research

Annual Revenue:

US\$251 million

Employees:

4,310

Oracle Products & Services:

Oracle Identity and Access
Management Suite
Oracle Internet Directory
Oracle Portal
Oracle Database
Oracle Real Application Clusters
Oracle E-Business Suite

Oracle Partner:



Mycroft Inc.
www.mycroftinc.com

“Oracle helps us walk the tightrope of safeguarding privacy and data while maintaining the openness required to run a university. This balance is vital to achieving our strategic mission to deliver education in an on demand world.” – Eric Fisher, Director, Middleware & Web Content Services, Embry-Riddle Aeronautical University

Embry-Riddle Aeronautical University Increases Security and Streamlines Provisioning

Embry-Riddle Aeronautical University, the world’s largest, fully accredited university specializing in aviation and aerospace, offers more than 30 degree programs in its colleges of Arts and Sciences, Aviation, Business, and Engineering. The university educates more than 34,000 students annually in undergraduate and graduate programs at residential campuses in Prescott, Ariz., and Daytona Beach, Fla., through the Worldwide Campus at more than 130 centers in the United States, Europe, Canada, and the Middle East, and through online learning.

Challenges

- Meet student and employee demands for online, self-service functionality—especially important given the university’s geographically-dispersed locations
- Ensure identity management with a strong, scalable system to manage more than 70,000 accounts including students, employees, and contractors
- Replace a manual provisioning system and accelerate provisioning changes, which amount to about 1,000 per day throughout the university

Solution

- Worked with Mycroft Inc. to implement Oracle Identity and Access Management Suite to improve service and accelerate business processes, while enforcing tighter, automated access and management controls around sensitive data
- Gained insight and control over who can access which systems
- Reduced the account provisioning time from 24 to 26 hours to just 30 to 45 minutes
- Created an Oracle-based identity system with Oracle Internet Directory, providing self-service for students, employees, faculty, and contractors—including military partners
- Deployed Oracle Portal to eliminate the need for users to log-in multiple times, delivering easy-to-access, customized interfaces for diverse users
- Decreased the number of helpdesk calls (and subsequently support costs) with simple, Web-based password reset
- Completed the implementation without disruption to students, faculty, or staff