Building roads to the future

heijmans

Heijmans NV – a major European construction services business headquartered in The Netherlands – has been using the Provisior platform for Identity Governance & Automation (IGA) since 2008. A platform that is called "My ICT" by Heijmans and is used to provide more than 6.000 users, spread over 443 departments, with more than 3.000 IT services offered via Provisior. Monique van den Anker (senior IT professional at Heijmans NV) explains how Provisior is used within Heijmans and the benefits they experience from this.

When Monique proudly starts talking about Heijmans, she quickly comes to the subject of "IT". "IT is becoming increasingly important within Heijmans' projects, which is why it is important to keep up with new developments in this area." Provisior is being used in this context for years. The platform is mainly used for "submitting, approving and automatically implementing standardized services in a simple and fast way", Monique explains. "In addition, we really like that Provisior is intuitive. Even employees who have never used the platform before or only used it a few times, can immediately find what they need."

Once employees are added to the Provisior platform, the service catalog becomes available to them. A role with the appropriate access rights will be assigned to users. At Heijmans, the employees are already represented in their HR system. Fortunately, it is not necessary to re-enter them in Provisior. A connection makes it possible to automatically transfer these employees – and Heijmans' organizational structure in general – to Provisior, so that the onboarding process and the process of granting access rights can take place immediately.

Minimal human involvement

When Monique talks about the added value of Provisior for Heijmans' IT department she also discusses the subjects of speed and efficiency. Before Heijmans became a customer of Provisior, they used a custom-made application they had developed themselves to request services. "When an AD group was requested in this application, it had to be added manually. With the Provisior platform, this is no longer necessary", Monique says. "Services are automatically and immediately added after approval, there is no further human action involved." But according to Monique, this is not the only thing where Provisior reduces manual labour. This also applies to member management. When providing access to a shared mailbox or software for example. The person responsible for decisions like this is given the role of member administrator and he or she can easily add and remove end users.

Overview, insight and convenience

Besides the benefits Provisior has for the IT department, the platform also offers significant benefits for end users. With one central service catalog where all the IT resources and services can be found, Provisior offers end users overview in the more than 3.000 available IT products and services. End users do probably not need all of them. To provide insight into this, Provisior not only makes it possible for end users to independently remove certain access rights, IT resources or services that they no longer need. The "favorite services" function also provides insight into a list of the most frequently requested services by that specific employee so that these can be found quickly and easily. In addition, Monique is very enthusiastic about the Provisior mobile app and its ease of use. "Who doesn't have a mobile phone in their pocket these days. Via the mobile app you can easily delegate tasks, approve requests and reset your password. Intervention from the IT department is no longer necessary, which saves a lot of time, certainly in the long term."

" *This demonstrates the power of the platform* "

Over 750.000 requests handled automatically

Whether this actually saves a lot of time in the long run can easily be traced back within Provisior since the number of processed requests is automatically tracked. As mentioned, Heijmans has been a user of Provisior from the very beginning – for 13 years now. If we look at the number of requests that Heijmans has processed in this period, we see that the total number has recently reached 750.000. At an average saving of 10 minutes per request, this brings the total saving to more than 125.000 labour hours. This shows that by processing requests simply, quickly and automatically, significant savings can be achieved with a short payback time and a high Return on Investment as a result. Something we are very proud of and which our customers can benefit from on a daily basis. "This demonstrates the power of the platform", Monique concludes.

Would you like to know more about this case and/or Provisior? Please contact us!

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