

Challenge

Selecting a directory services management solution capable of meeting Rio Tinto's rigorous service level agreements at a reasonable cost.

Solution

Leverage Itergy's in-depth understanding of Microsoft Active Directory to provide Rio Tinto with a Directory management solution of greater economic value.

Benefits

- Enhanced security
- Improved AD reliability
- Reduced costs
- Increased employee productivity

About Itergy

Established in 2001, Itergy provides best of breed managed and professional services for Microsoft infrastructure technologies. Itergy manages client domain controllers in 65 countries on 6 continents.

Situation

Rio Tinto is a global mining company with over 60,000 employees in 40 countries.

In 2003, Rio Tinto decided that they needed to improve the stability and security of Microsoft® Active Directory®. They quickly realized that in-depth AD knowledge and technical expertise were hard to find.

Solution

Itergy had a solid reputation in this niche market and started by helping Rio Tinto to define their AD needs and to develop the necessary metrics to minimize the risk of operational disruptions. Itergy rapidly earned Rio Tinto's trust and began supporting AD in "project mode." The Itergy Active Directory Managed Service (ADMS) evolved from this partnership to the present day service; built on service level agreements and 24/7 expert support.

In January 2011, Itergy and Rio Tinto entered into a new three year agreement with a two year option. Itergy will continue to be responsible for managing and evolving Rio Tinto's worldwide Active Directory environment on a 24/7 basis in the years to come.

Benefits

Itergy's ADMS has allowed Rio Tinto to improve operational performance, enhance security, reduce complexity, decrease operational costs, and build a more streamlined and efficient IT environment.

Prior to 2005, Rio Tinto had experienced several outages, some lasting up to 36 hours. This impacted the productivity of some 10,000 production workers. Working with Rio Tinto, Itergy helped improve the architecture and design of AD and implemented more stringent security and management standards. Before this change, highly privileged users could accidentally modify the configuration of AD without understanding the impact of their actions (such as deleting critical components). Itergy's ADMS has considerably reduced the risk of operational disruptions and optimized Rio Tinto's AD performance.

In a world where networks are increasingly attractive targets for security attacks, organizations need to manage users more efficiently and accurately while granting them access to network resources. Itergy provides Rio Tinto with enhanced security and peace of mind by enabling IT management to develop a consistent and effective identity and access strategy that reduces the risk of internal and external attacks.

By utilizing ITIL-based management methods, Itergy provides a solution that regularly monitors the state of AD and proactively identifies potential threats. It also integrates with Rio Tinto's ITIL-based Service Model. It is estimated that operational costs have decreased by approximately 25%. This is primarily due to a reduction in the number of incidents, better deployment of anti-virus software, regular maintenance, better security and lower training costs.

By trusting Itergy with the management of their AD environment, Rio Tinto has realized many benefits.