CASE STUDY: DIRECTORY MANAGER

Integrating NHSMail at Northern Lincolnshire and Goole

Northern Lincolnshire and Goole NHS Foundation Trust (NLG) elected to move email services from their local Microsoft Exchange to NHSmail. This reduced local infrastructure costs, however, it introduced some administrative challenges. Maintaining accounts in NHSmail was proving difficult, as well as ensuring users had up-to-date contact information and that NHSmail addresses were visible in Active Directory.

Northern Lincolnshire and Goole | **NHS**
NHS Foundation Trust

Electronic Staff Record (ESR), Active Directory (AD) and NHSmail integration

The Trust already used Directory Manager v1 to automate the creation and management of their AD accounts, so approached BDS Solutions to assist. **Directory Manager v2** was deployed to extend their existing solution and create a further two-way synchronisation with NHSmail.

NHSMail synchronisation

BDS Solutions implemented Directory Manager v2 in conjunction with an NHSmail two-way 'connector' to:

- Submit data to NHSmail using a tailored extract of AD data

- Improve procedures for creating, updating and terminating Active Directory user accounts using a daily feed of information from ESR

- Download NHSmail nhs.net addresses from NHSmail, propagating them to corresponding Active Directory accounts and onward upload to ESR

Using Directory Manager, Northern Lincolnshire & Goole NHS Foundation Trust were able to ensure their local directory contained accurate and up-to-date contact information. This resolved the communication and administration challenges of moving to NHSmail.

"Migrating to NHSmail provided our Trust with significant benefits in functionality and reductions in cost. Directory Manager has now closed the loop on Active Directory and NHSmail account management with the latest version."

Ben Slowley
Technical Support Manager