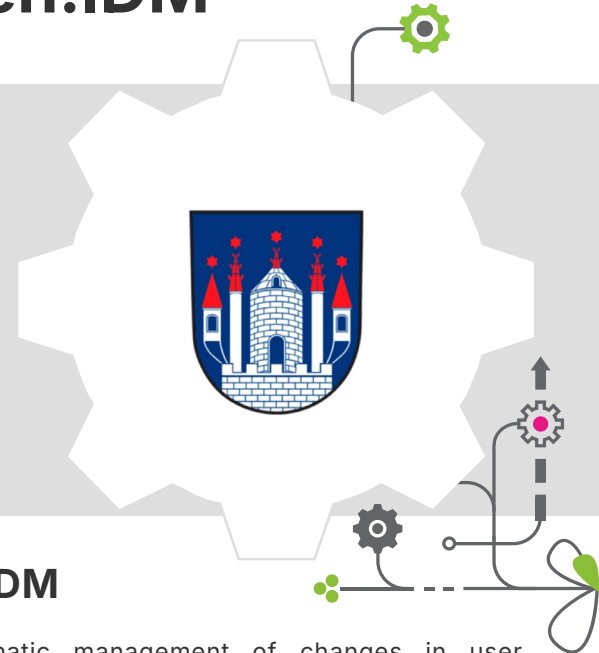


Zábřeh Municipality: End of manual identity management with Wren:IDM

The municipal office of Zábřeh manages around 250 digital identities across a wide range of user groups – including office staff, municipal police, library employees, personnel of contributory organizations, city council members, and external contractors. This diversity created a need for centralized and transparent IDM solution capable of addressing the unique requirements of each user category and the systems they access.



Initial situation

- Managing user accounts was complicated and time-consuming
- Everything was handled manually through spreadsheets and emails
- Tracking access rights was unclear and inefficient
- Every change in user access routed exclusively through the IT department, putting an unnecessary burden on its staff
- Frequent delays in granting correct rights – or lingering rights after cooperation ended
- Susceptibility to human error and potential security risks

New IDM

- Automatic management of changes in user administration and permissions; elimination of manual errors (incorrect or duplicate entries)
- Clear and traceable workflows (HR, approval, and system-level)
- A unified, intuitive self-service portal for end users
- Direct approval of access requests by supervisors or role/application owners
- Transparent reporting of identities and their permissions
- Integration with all key systems: Active Directory, Exchange, government systems, ... including manually managed systems



The deployed product met all the requirements and expectations of the municipal office. The system is clear and intuitive – users couldn't ask for anything simpler!



— Veronika Kašparová, Head of the IT Department

Successfully resolved issues

- During the preparation phase, it became clear that the role structure in the HR system did not match the legacy access tables, so real access data had to be extracted directly from production environments.
- Several systems lacked test environments, so functionality was verified in read-only mode on production instances. Multiple dry-run testing rounds ensured the solution was 100% ready for live deployment.
- One of the systems returned invalid HTTP responses, which had to be escalated with the vendor. Situations like this are among the main risks to IDM project timelines, as delays can occur whenever a third-party provider does not cooperate promptly.

Over the past year, working with Orchitech has been the best experience we have had across all our projects. We appreciated their responsive communication, willingness to find solutions, and the depth of expertise in their well-coordinated team.

— Veronika Kašparová, Head of the IT Department

Outcomes

Nově nasazené IDM pokrývá životní cyklus identit od okamžiku, kdy HR zadá zaměstnance do personálního systému, až po zablokování účtu po ukončení pracovního poměru.

The project's main benefit has definitely been the shorter time needed to provision new users, together with the ability to assign and manage access rights easily based on user roles. This reduces the workload on the IT department and increases user satisfaction.

— Veronika Kašparová, Head of the IT Department

The IDM implementation for the Zábřeh MO shows how decisively such a system can improve identity management in public administration. If your organisation faces similar challenges, introducing this system is the path to greater efficiency, security, and clarity in identity management.

About the client

Zábřeh Municipal Office manages approximately 250 user accounts. Users are divided into several groups: municipal employees, the municipal police, and the library staff; employees of subsidized organizations; city council members; and external contractors.

The office not only handles administrative matters for the approximately 13,300 residents of Zábřeh, but, as a municipal office with expanded jurisdiction, also for the other 27 municipalities within its district.

About Orchitech

We help IT departments to:

- Automate routine tasks
- Save time and costs
- Efficiently manage and secure identities of employees and external workers
- End audit-related stress thanks to instant oversight

Our solutions ensure compliance with legislative requirements, including GDPR, NIS2, and other EU regulations. With more than 18 years of experience we have delivered over 100 projects for 50 clients in both the public and private sectors.