



Implementation and deployment of IDM for the municipality of Zábřeh

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 clear need for a centralized and transparent identity management (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

Newly deployed 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 interface 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 IT department, ZMO

Problems successfully resolved

- The role structure in the HR system didn't 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.
- Invalid HTTP responses from one system were successfully resolved in cooperation with its vendor.



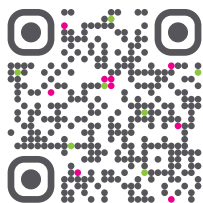
Over the past year, working with Orchitech has been the best experience of all our projects. We appreciated the excellent and responsive communication, the flexibility, and the expertise of their well-coordinated team.



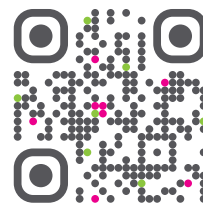
Veronika Kašparová
Head of IT department, ZMO

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.

Find out more
about our
deployments:



Contact us for
a no-obligation
consultation:



About Orchitech

We help IT departments to:

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

Our solutions ensure compliance with legislative requirements, including GDPR, NIS2, and other EU regulations. We have been active on the market for more than 15 years and have delivered over 100 projects for roughly 50 clients in both the public and private sectors.