

# Municipality of Frederikshavn

Flexibility and User-Friendly Self-Service Module Leads Frederikshavn to Choose Omada



**Country:** Denmark

**Industry:** Local Government

## Profile:

The municipality of Frederikshavn is in Jutland, Denmark and has a population of just over 60,000 people. The municipality has some 5,000 employees.

Frederikshavn is the latest Danish municipality customer and joins the municipality forum user group for best-practice sharing and sparring with both other municipalities and the Omada R&D team.

## Solution:

A modernized identity and access management solution

**Omada, the market-leading provider of solutions for advanced identity management and access management, has been selected to deliver a modernized identity and access management solution for Frederikshavn Municipality.**

Frederikshavn Municipality is the latest Danish municipality to choose Omada, replacing its current identity and access management solution with the Omada solution.

Three main factors drove the need for a modernization of Frederikshavn's identity and access management system, namely:

- ✓ The municipality's previous identity and access management software did not have an adequately user-friendly self-service system. Frederikshavn's motto is that, "Those who can, should", hence there was a need to switch to a system with a great self-service module, which was user friendly for all users across the municipality.
- ✓ In the previous system, it was not possible to make a review of assigned roles and rights. This would have required buying an additional module.
- ✓ Frederikshavn sought a solution which they could adjust themselves, without constantly having to seek help from costly external Consultants.

## A user-friendly system

Frederikshavn has had an identity and access management solution for several years, with the aim of automating multiple work processes in connection with user administration, but now needed a modernized and user-friendly solution to support automated user administration via a self-service portal as well as reporting needs.

GDPR and the need to review assigned roles and rights in a user-friendly way was also an important driver.

## Proximity to influence

The Omada solution enables all of the above, Per Guldbæk Kristensen, IT Project Leader, Center for Digitization and Welfare Technology at Frederikshavn, states.

*"We used Gartner's Magic Quadrant for Identity Governance and Administration as the baseline for our decision, choosing the leading suppliers of identity and access management systems to present and demonstrate their solution. We had beforehand created a scope, where we asked the various suppliers to note which requirements they could fulfill," says Per Guldbæk Kristensen. "As a Danish, public organization, it also meant something to have a Danish supplier, as it is easier to be able to work with a local company, such as Omada. Further, the user group and the municipality user group are a great initiative, where customers can network with Omada and all customers are thereby closer to influence."*

Omada was selected by Frederikshavn for highest scoring of the individual systems, based on both functionality and price. Omada was especially highly recognized in terms of user experience and the ability to manage the solution easily without support.

Founded in 2000, Omada is a fast-growing, independent IT company with offices in Europe and North America. Omada provides identity management and access governance solutions and services. [www.omadaidentity.com](http://www.omadaidentity.com) | [info@omadaidentity.com](mailto:info@omadaidentity.com)