Omada

Provincie Zuid-Holland

Provincie Zuid-Holland Strengthens Identity Governance and Security with Omada Identity



provincie Zuid-Holland

Country:

The Netherlands

Industry:

Public sector

Solution:

Omada Identity Cloud

Provincie Zuid-Holland is one of the largest provincial authorities in the Netherlands. With thousands of employees, contractors, and external resources working across departments and projects, the organization requires strong identity governance to ensure security, compliance, and operational efficiency.

The Challenge

Provincie Zuid-Holland faced growing challenges managing over 2,700 identities and access in a dynamic, project based organization.

As employees moved between departments and roles, access rights were often not removed. Over time, users accumulated permissions across multiple applications, resulting in access creep. All access changes were handled manually, without an automated joiner, mover, leaver process.

This led to:

- Security and integrity risks
- Duplicate and unnecessary access rights
- Former employees retaining access to systems, resulting in orphaned accounts
- Repeated audit remarks in annual financial reports

The lack of automation made it difficult to maintain control and demonstrate compliance.

Business Drivers and Requirements

A previously implemented IGA solution failed to meet expectations, largely due to dependency on a single vendor for support, which created operational risk. As a result, Provincie Zuid-Holland defined clear requirements for a new identity governance solution:

- Support from multiple implementation partners, reducing dependency on a single supplier
- Seamless fits within the existing IT architecture
- Flexible integration with current and future applications
- Strong support for automated joiner, mover, leaver processes
- Improved auditability and compliance

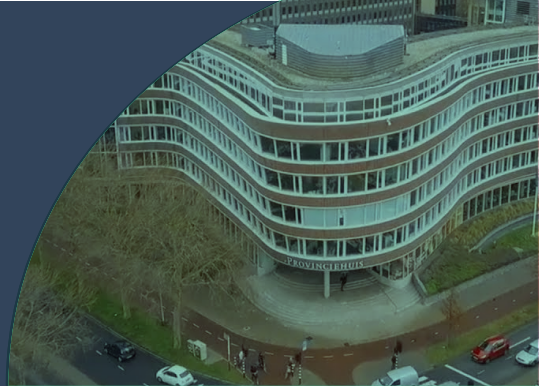
Why Omada Identity Cloud

After evaluating available options, Provincie Zuid-Holland selected Omada Identity Cloud, implemented in collaboration with Triple ID. Omada was chosen because it:

- Met both functional and architectural requirements
- Enabled flexible integration with existing applications
- Was supported by multiple implementation partners
- Aligned with the province's long term security and governance strategy

During the tender process, Triple ID and Omada stood out by delivering a transparent and comprehensive proposal, clearly differentiating them from competing solutions.

> **"The number of tickets related to onboarding and offboarding is reduced by about 90 percent."**
>
> Arjan Boere,
>
> Provincie Zuid-Holland



Implementation Approach

The implementation followed a structured, phased approach with close collaboration between Provincie Zuid-Holland, Omada, and Triple ID. The initial phase focused on:

- Implementing joiner, mover, leaver processes
- Integrating HR as the primary source of truth
- Automating access provisioning for new employees
- Connecting core HR and day to day applications

This approach delivered early value while establishing a strong foundation for onboarding additional systems, including financial applications, in later phases. Clear communication and defined milestones ensured a smooth deployment.

Results and Business Impact

Since going live with Omada Identity Cloud, Provincie Zuid-Holland has seen measurable improvements across security, efficiency, and user experience. Key outcomes include:

- Onboarding time for new employees reduced by two working days
- Fully automated joiner, mover, leaver processes
- Significantly lower error rates due to automation
- Approximately 90 percent reduction in IT service desk tickets related to onboarding and offboarding
- Elimination of duplicate and unnecessary access rights
- Reduced software licensing costs, including Microsoft licenses

Although formal KPI tracking is still being developed, the operational benefits are already clearly visible across the organization.

Strengthening Security and Compliance

With automated identity governance in place, Provincie Zuid-Holland has significantly improved control over access rights. Users now receive the right access at the right time, and excessive permissions are actively prevented. Audit findings are expected to decrease further as financial systems are fully onboarded. The organization is also better positioned to manage evolving security risks in an environment increasingly influenced by AI, data sharing, and digital autonomy concerns.

Future Outlook

Provincie Zuid-Holland continues to expand its identity governance roadmap in partnership with Omada and Triple ID. Key next steps include:

- Onboarding financial and other critical systems
- Automating Microsoft Teams group creation based on HR data
- Supporting temporary access for project based work
- Introducing additional sources of truth beyond HR
- Strengthening identity governance to support AI and digital sovereignty initiatives

Identity governance is viewed as a key enabler for secure, compliant, and future ready digital operations.

Omada, a global market leader in Identity Governance and Administration (IGA), offers a full-featured, enterprise-grade, cloud native IGA solution that enables organizations to achieve compliance, reduce risk, and maximize efficiency. Founded in 2000, Omada delivers innovative identity management to complex cloud, on-premises, and hybrid environments based on our proven best practice process framework and deployment approach

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