



## EAST SIDE UNION HSD

RapidIdentity



*RapidIdentity has become the central hub for us. It connects everything from our teachers and students right down to our copiers and security cameras.*

Randy Phelps, CTO  
East Side Union HSD

East Side Union is a secondary school district comprised of 18 public and alternative high schools. Situated in San Jose, California, the heart of Silicon Valley, the district boasts a diverse population of students and staff.

### The Challenge

East Side Union's new CTO, Randy Phelps, had a vision: to give all students and staff their own user accounts with email, storage, and single sign-on access to information systems and a growing list education environments—all via their own devices. However, the district's small IT department already had its hands full supporting 2,000 staff members and lacked a tech infrastructure for students. Could they really revamp the entire system in less than a year—and handle the identity and access management of 25,000 students and staff members, each using their own device?

### The Solution

To meet these goals, the district needed a SSO application portal and the ability to integrate onpremise and SaaS offerings into one screen. The IT crew needed to implement the new solution, while maintaining its workload, so it had to be up-and-running quickly. After evaluating several products, Identity Automation's RapidIdentity was chosen as the best fit for their immediate and long-term digital classroom strategy. CTO Phelps specifically called out RapidIdentity's application portal functionality, accelerated implementation schedule, and proven success with K-12 adoption as the important differentiators.

### The Results

The multi-phased RapidIdentity implementation was a complete success. East Side Union now uses RapidIdentity to manage 25,000 new



student user accounts and provide single sign-on access to 30+ educational systems, services, and applications. Additionally, RapidIdentity's Sponsorship Module enables the IT team to grant temporary accounts to parents and contractors as needed. "We would not have been able to execute our technical strategy without a solution like Identity Automation. It was an absolute necessity," said Phelps. "With RapidIdentity automating the majority of our access and identity processes and governance, our IT team can focus on other pressing priorities, knowing that nothing will fall through the cracks and our system is more secure."

Today, East Side continues to regularly add learning apps. With RapidIdentity's single sign-on, user credentials pass directly into the apps, so students never have to leave the district environment. For example, an integration with the education software service, Clever, gives the school community access to dozens of apps right from the RapidIdentity portal. And, when the district recently integrated its digital library system into RapidIdentity, East Side Union saw student adoption double within the first month.

RapidIdentity provides East Side Union HSD with:

- **Seamless SSO:**  
One-click access to school systems, Google apps, and Clever partner apps dramatically improves the digital learning experience.
- **Automated Password Management:**  
Password resets are now done via self-service or are delegated to teachers, providing relief for the network.
- **Increased Security:**  
IT staff can identify every user on the network, keeping the district protected in case of hacks and fraud.



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AUTOMATION**

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