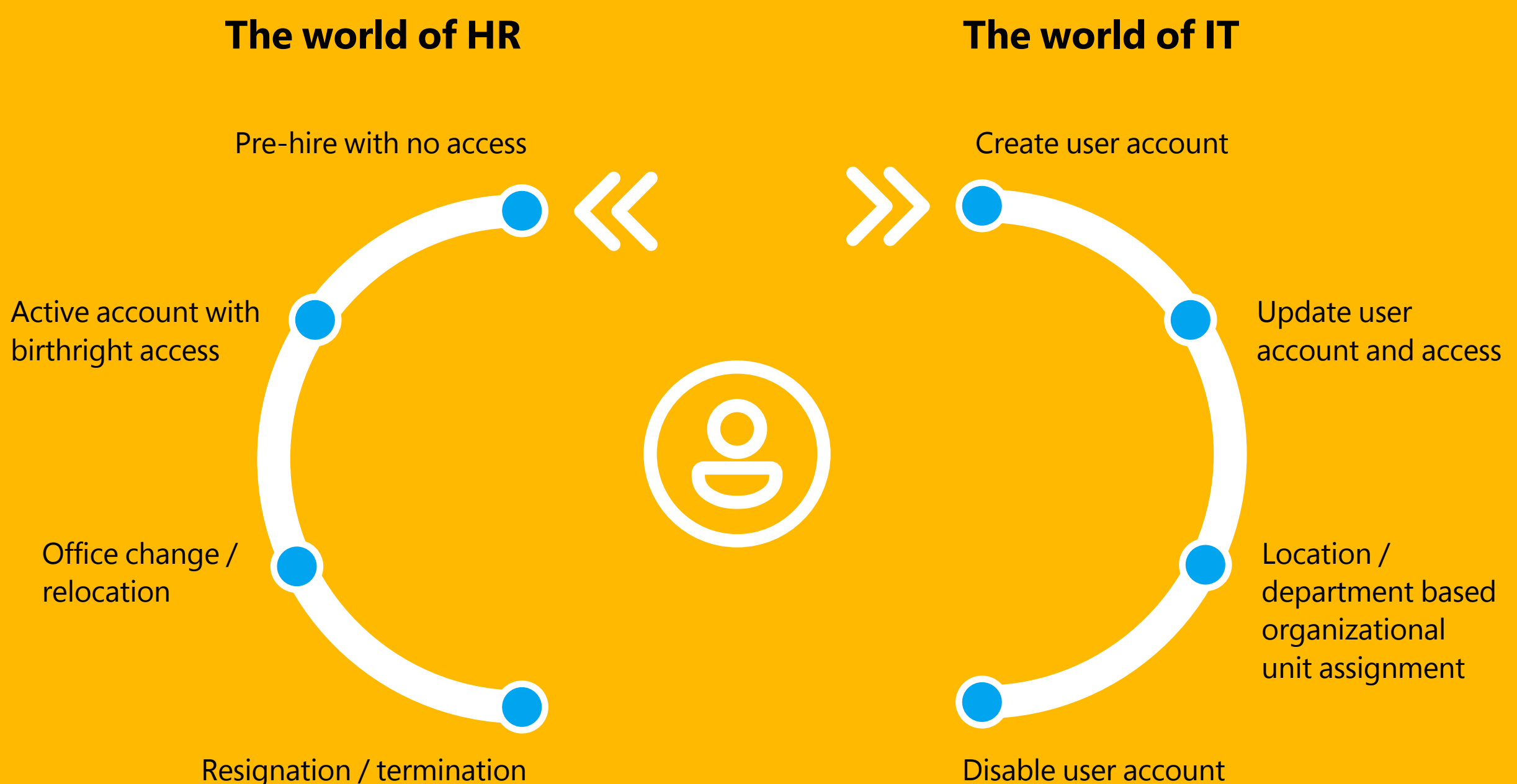Microsoft Security

Azure Active Directory

Bridging the gap between HR and IT systems

Disconnected HR and IT systems

Human resources (HR) teams play a critical role in the employee experience, from interviews and onboarding to role changes and termination. These interactions are often managed using cloud-based human capital management (HCM) systems like Workday and SAP SuccessFactors. HR teams also use HCM systems as the authoritative source of information for managing employee records. However, IT departments use separate directory services to connect employees to IT resources like applications and respective networks. As a result, IT and HR systems can often operate in silos, requiring teams to manage separate user identities.

When IT and HR systems are disconnected, it can be challenging to keep user identities precise and synchronized. Out-of-date information across systems lowers productivity for IT and HR teams, as well as employees. IT teams need to use manual methods, including CSV files and custom scripts, to create, sync, update, and delete employee identities in IT directories. This creates a burden on IT teams when people join or leave the organization, change roles, or update their information. Manual IT processes aren't just less cost-effective, they're also error-prone—introducing potential security risks and compliance issues. The solution is a connected, coordinated provisioning process that unites HR and IT departments.

The world of HR

Pre-hire with no access

Active account with birthright access

Office change / relocation

Resignation / termination

The world of IT

Create user account

Update user account and access

Location / department based organizational unit assignment

Disable user account

HR-driven provisioning

When HR and IT systems are tightly integrated, it's easy to keep identity records up to date to ensure employees have quick and correct access to the applications and resources they need. By automating user provisioning throughout the employee lifecycle, organizations can scale effectively and maintain a single source of truth with HR systems as the authority of record. When identities are created, updated, or removed in HR systems, these changes are automatically reflected in the IT directory.

Automating user provision and managing the identity lifecycle

Azure Active Directory (Azure AD) brings HR and IT processes together by integrating with cloud-based HCM applications to enable end-to-end identity lifecycle management. By using HR applications as the system of record, IT teams can streamline provisioning actions, such as creating, updating, and deleting user identities.

- When **a new employee is hired** and added to the HR app, a user account is automatically created and provisioned in Azure AD with the option to write the email address and username attributes back to the cloud-based HR app.

- When **an employee transfers to a new department** or information in their record is updated (such as their name, title, or manager), their user account is automatically updated in Azure AD.

- When **an employee is marked as terminated** in the HR app, their user account in Azure AD is automatically disabled and access to apps and resources is revoked.

- When **an employee is marked as rehired** in the HR app, their old account can be automatically reactivated or reprovisioned in Azure AD.

New hire

Rehires

Profile update

Azure AD

Cloud HR

Termination
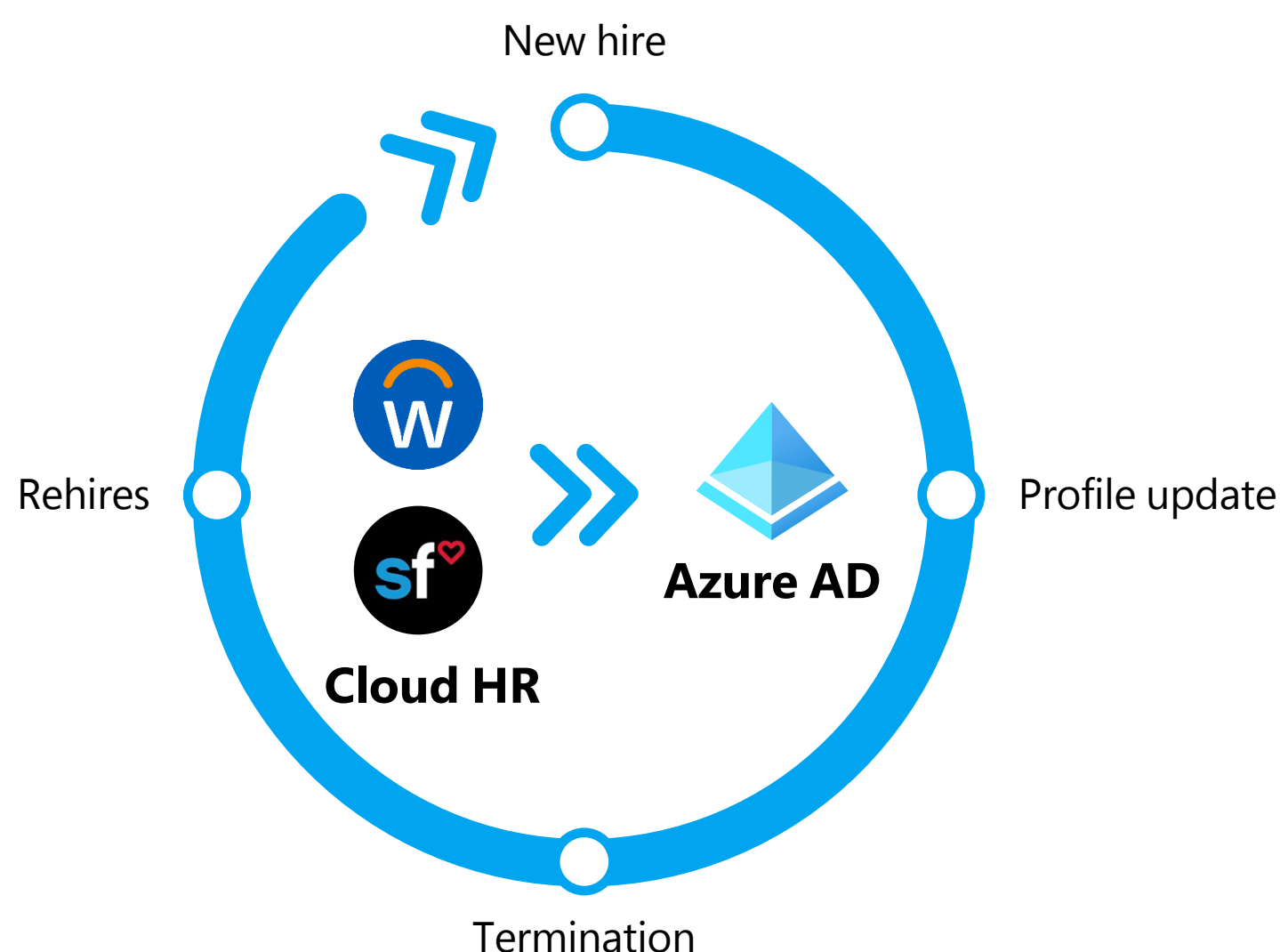
The benefits of automated user provisioning

The Azure AD identity provisioning platform offers simplified lifecycle management and HR-driven benefits that help organizations achieve the following:

Increased productivity

Automated provisioning streamlines the employee service experience and gives new hires access to the appropriate apps and resources so they can be productive on day one.

Stronger security

Automated changes revoke user identities and access to apps and resources when a user identity is removed—protecting organizations when an employee changes roles, resigns, or is terminated.

Increased efficiency

Integrated HR and IT systems can reduce costs by avoiding inefficiencies and eliminating error-prone manual provisioning.

Integration with cloud-based HCM applications

Azure AD has a prebuilt integration with cloud-based HCM systems, including Workday and SAP SuccessFactors, to support and automate employee onboarding and offboarding. These native partner integrations with Azure AD help organizations automate provisioning so new hires can get started right away with access to the apps and resources they need. And thanks to our partnership with Aquera, organizations can integrate with additional HCM systems using the Aquera HR Onboarding Bridge to onboard and synchronize users to Azure AD.

Learn more about our partnership and pre-built integrations:

[Integrate Workday with Azure AD](#)

[Integrate SAP SuccessFactors with Azure AD](#)

[Get the Aquera HR Onboarding Bridge for Azure AD](#)

HR-driven provisioning in action

"Now HR no longer needs to involve IT, which makes updates faster and has reduced the workload and number of repetitive tasks done by our service desk."

– Antonio Eguizabal, Head of IT Operations, Pernod Ricard

"We use Azure AD to provide seamless access for new users to everything they need from across our SaaS ecosystem, right from the day they join the company. We've made provisioning much faster and simpler, and in Azure we can scale our capabilities as our app landscape and userbase grow."

– Mark Lewis, Infrastructure Architect, ASOS.com

Getting started

Automated provisioning and end-to-end identity lifecycle management offer significant business benefits. Connect your HR and IT systems today to streamline processes, boost employee productivity, and enhance security.

Learning resources

Application provisioning documentation

HR-driven provisioning with Azure AD

Plan for cloud-based HR app deployment

Microsoft Security