



Kelverion

New User Onboarding Solution for System Center Orchestrator

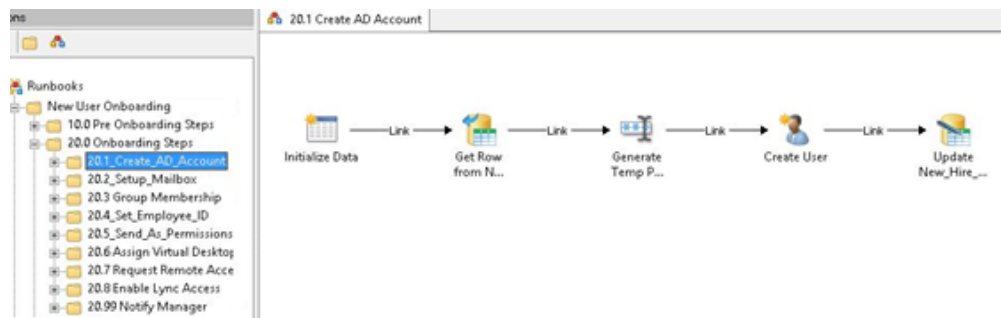
Automate the setup of new starters across core IT systems using Microsoft System Center Orchestrator and Kelverion ready-made onboarding runbooks.

The New User Onboarding Solution gives System Center Orchestrator customers a ready-to-deploy automation framework for creating new user accounts, configuring access rights and initiating supporting services through a consistent, repeatable process. It helps IT teams move away from slow, manual onboarding requests and gives new employees, contractors and service desk teams a faster, more controlled start.

The solution is designed as a foundation for customer-specific onboarding automation. Out of the box, it supports common onboarding steps including Active Directory user creation, email account setup, Active Directory field population, group membership assignment, Send As rights, virtual desktop setup, remote access setup and employee start and end time configuration.

The Challenge: Manual User Onboarding Slows Productivity

- New starter requests are often completed through disconnected emails, tickets, spreadsheets and manual administrator tasks
- Delays in account creation, mailbox access, application permissions or remote access leave employees unable to work effectively on day one
- Manual processes increase the risk of missed steps, inconsistent permissions, incorrect employee data and unmanaged access exceptions
- Service desk teams spend valuable time chasing approvals, repeating standard setup tasks and coordinating multiple system owners
- To bypass slow onboarding, organisations may grant broad access that creates security and compliance risk
- Without an automated, auditable process, it is difficult to prove what access was requested, approved, provisioned and completed



The solution is positioned for organisations that want to keep Microsoft System Center Orchestrator at the centre of IT process automation while improving the speed, accuracy and security of new user setup. It is ideal for IT teams that already rely on Orchestrator, Active Directory, Exchange, virtual desktop platforms, remote access systems and service desk workflows but need a reusable onboarding framework that reduces manual effort and provides a better start for every employee or contractor.



Benefits for System Center and Orchestrator Customers

- **Accelerate Day-One Productivity**
Provision core user services before the new starter arrives so they can begin work faster
- **Reduce Service Desk Workload**
Automate repeatable onboarding tasks and reduce manual handoffs between administrators and system owners
- **Improve Consistency**
Please apply the same approved onboarding process every time to reduce variation and missed configuration steps
- **Strengthen Security**
Assign access based on defined onboarding rules rather than ad hoc requests or overly broad permissions
- **Increase Auditability**
Create a clear automated record of the onboarding tasks completed and the access configured
- **Extend Existing Investment**
Use current System Center Orchestrator skills, infrastructure and Integration Packs to automate onboarding without replacing established tools
- **Adapt to Local Processes**
Extend the framework with additional steps, approvals, integrations and customer-specific business rules

Typical Automation Scenarios

- Create a new Active Directory user account from a new starter request
- Create or enable the employee's email account and associated messaging settings
- Populate Active Directory attributes such as employee ID, department, location and manager information
- Add the user to standard security and distribution groups based on role, team or location
- Assign Send As rights where delegated mailbox access is required
- Initiate virtual desktop provisioning for users that require a hosted desktop
- Configure remote access for hybrid, mobile or remote employees
- Set employee start and end times to support time-bound onboarding requirements
- Extend the workflow to include service desk ticket updates, CMDB records, application access requests or approval steps

Key Capabilities

- **Ready-Made Orchestrator Runbooks**
Provide a proven onboarding automation foundation based on Kelverion implementation experience
- **Active Directory Automation**
Creates users, populates employee fields and manages group membership consistently
- **Email and Access Configuration**
Supports mailbox setup, Send As rights and access-related onboarding tasks
- **Desktop and Remote Access Support**
Includes steps for virtual desktop setup and remote access configuration
- **Extensible Framework**
Allows additional business-specific systems, approvals and actions to be added as required
- **Service Desk Alignment**
Can be connected into existing service request and fulfilment processes to preserve established ITSM workflows
- **Kelverion-Led Implementation Option**
Jump Start support can help customers deploy, configure and adapt the solution more quickly



Automation Use Cases Included

Automation Area	Included Use Cases	Customer Value
User Account Creation	Create a new Active Directory user account as part of the onboarding workflow	Removes manual account setup effort and improves day-one readiness
Email Setup	Create or configure the employee email account and required mailbox settings	Ensures new starters receive communication access quickly and consistently
Directory Data Population	Populate Active Directory fields such as employee ID and other required attributes	Improves identity data quality and downstream reporting accuracy
Access Assignment	Add the employee to required security or distribution groups and assign Send As rights where needed	Standardises access allocation and reduces permission-related delays
Workspace Enablement	Trigger virtual desktop setup for users that require a managed desktop environment	Supports faster workspace delivery for office, hybrid and remote workers
Remote Access Setup	Configure remote access as part of the new starter process	Helps remote and mobile employees become productive without manual follow-up requests
Start and End Time Control	Set employee start and end times within the onboarding process	Supports time-bound access and improves control over temporary or contract worker onboarding
Process Extension	Add customer-specific steps such as service desk updates, approvals, application access or CMDB activity	Allows the solution to match local operational and governance requirements



Jump Start Service

Kelverion can provide a lead installation and configuration service to help deploy the New User Onboarding Solution into the customer environment. The customer provides remote access and subject matter expertise around the identity, messaging, desktop, remote access and service management configuration, while a Kelverion consultant leads the installation and configuration. The implementation service is valid for three months from solution purchase.

The scope of the Kelverion-led implementation is defined as:

- Deployment into a single environment only, such as Non-Production or Production, not both
- Installation and configuration of the New User Onboarding Solution runbooks for System Center Orchestrator
- Configuration of the integration to the primary directory and identity environment used for onboarding
- Configuration of the default onboarding steps supplied with the solution, including user creation, email setup, Active Directory field population, group membership and access-related tasks
- Configuration of selected supporting systems required for the agreed onboarding workflow, such as virtual desktop, remote access or service desk integration where available
- Validation that a new starter request can trigger Orchestrator to execute the configured onboarding process
- Confirmation that the onboarding workflow completes and records the expected outcome for the customer's agreed implementation scope

Customer responsibilities are:

- Provide Kelverion with remote access to the environment
- Install the System Center tools, including Orchestrator and the target systems
- Provide subject matter experts for Active Directory, email, remote access, virtual desktop, service desk and any other systems included in scope
- Confirm the required onboarding process, approval rules, naming conventions and employee data fields before configuration begins
- Provide suitable test users, templates, permissions and credentials required to validate the onboarding workflow
- Manually confirm that the target systems are available and working before the automated workflow is tested



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Why Kolverion?

Kolverion specialises in Microsoft automation and helps organisations extend System Center Orchestrator with Integration Packs, ready-made runbook solutions and consultancy services. Kolverion solutions are built to connect enterprise IT systems, service desks and operational platforms so customers can trigger, track and report on automated processes across the tools they already use.

- Deep expertise in System Center Orchestrator and Microsoft automation
- Ready-made automation solutions for common service desk and IT operations processes
- More than 35 Orchestrator integrations available for enterprise IT systems
- Automation Portal capability for self-service request submission, tracking and reporting
- Professional services support for deployment, configuration, optimisation and ongoing automation success

Ready to Streamline New User Onboarding?

Speak to Kolverion about the New User Onboarding Solution for System Center Orchestrator. Arrange a demonstration, request the datasheet or discuss the Jump Start service to see how quickly your organisation can move from manual onboarding tasks to controlled, repeatable new starter automation.



For more information contact our helpful team today

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