



# Scalable Identity Management for a Complex Workforce

## SUMMARY

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Our client, a large environmental services organization, had an unreliable and fragmented identity management system that could not scale with their growth. Their previous setup used failing PowerShell scripts that took eight hours to sync Workday to Okta, causing errors, delays, and security gaps. Many onboarding tasks were still fully manual.

The client engaged our team to make Okta the source of truth for identity, user lifecycle, and license management and established Workday as the upstream authoritative system. The in-place migration required careful handling due to imperfect data, many Active Directory instances, and a complex organizational structure shaped by acquisitions. We stabilized the client's identity foundation and created an automated, scalable, and secure provisioning workflow.

## SOLUTION

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Source Allies delivered strategic guidance on identity management and built a new production Okta environment from the ground up. We connected Workday and Okta for automated HR-driven provisioning and retired the legacy PowerShell pipelines. We also integrated Okta with Office 365 for centralized license management and streamlined Active Directory groups for cleaner downstream mappings.

To replace manual processes, we built Okta Workflows that automatically send new user account details to managers for smoother onboarding. We also added logic to generate unique usernames and email addresses while preventing system conflicts. Working closely with internal teams, we navigated non-standard Workday setups and limited insight into legacy systems to design a stable, policy aligned solution. The result was a scalable identity platform that removed technical debt and prepared the client for growth through future acquisitions.

## RESULTS

**~98%**

Reduced user sync time  
by ~98%

**Centralized**

Centralized identity,  
provisioning, and licensing  
into a single platform

**Eliminated**

Eliminated manual  
onboarding tasks for  
IT staff