

From Spreadsheets to Seamless

How ESS Reclaimed Time, Tightened Security, and Took Control with ObserveID

OVERVIEW

Client:

ESS, Inc.

Challenges:

Like many fast-growing companies, ESS Inc. was drowning in manual identity tasks. Every month, their team exported user lists into Excel to cross-check terminations—hoping nothing slipped through the cracks.

But it wasn't just tedious—it was risky. Unused licenses went unrevoked, terminated users lingered in systems, and custom platforms like Autodesk Vault and Onspring lacked proper connectors.

Pain Points



Manual and Error-Prone Processes: Identity tasks were handled using monthly Excel exports, increasing the risk of oversight.



Delayed Deprovisioning: Terminated users often remained active in systems, creating serious security risks.



Wasted Resources: Unused licenses went unrevoked, adding unnecessary time and costs.



Lack of Integrations: Critical platforms like Autodesk Vault and Onspring lacked proper connectors, making access management even harder.

Solution

After testing several vendors—including well-known platforms like Okta—ESS, Inc. realized that basic, check-the-box automation wasn't enough. They needed more than just standard features; they needed a solution that could move as fast and flexibly as their growing business.

ObserveID stood out by offering more than the typical identity platform:



A True Single Pane of Glass: One centralized, unified view of users, access, and activity across all systems.



A Flexible Connector Framework: ObserveID could integrate with complex environments, even building custom connectors for platforms like Autodesk Vault and Onspring.



Deep Configuration Capabilities: ESS could tailor workflows and policies to match their internal processes, not the other way around.

“We didn’t just need out-of-the-box—we needed outside-the-box.”

Chase Moody

Solution Tools Featured:

- Provisioning and deprovisioning across every system (even the weird ones)
- Privileged access vaulting with check-in/check-out for shared IT accounts
- License removal, mailbox conversion, and badge removal—all automated
- Real-time role changes based on job function updates

“What used to take 30–60 minutes on a new hire’s first day is now fully automated.”

Chase Moody

The Results

By switching to ObserveID, ESS, Inc. transformed identity management from a tedious, error-prone process into a streamlined, secure, and scalable operation.

2+ Hours Saved Per Day: What used to be a daily slog of manual cross-checking and spreadsheet wrangling is now automated, freeing up the IT team to focus on strategic initiatives instead of chasing access trails.

Significant Reduction In License Waste: ObserveID automatically flags and deprovisions unused Azure and Oracle licenses, helping ESS cut unnecessary costs and optimize their technology investments.

Improved Security Posture: With real-time deprovisioning and complete visibility, lingering user access is no longer a threat. Every user is accounted for—no gaps, no guesswork.

Simplified Audits and Compliance: Monthly user reconciliation is now automated and audit-ready. ObserveID provides the reports and tracking auditors want to see, with a fraction of the effort.

“It’s probably the most streamlined platform onboarding we’ve ever done... I don’t see another vendor that delivers this level of flexibility.”

Chase Moody

What’s Next for ESS, Inc.

With their identity foundation stronger than ever, ESS isn’t slowing down. They’re now expanding their use of ObserveID to unlock even more automation, accountability, and user experience enhancements across the organization with:

- Manager-driven access certifications
- Automated birthright access assignments
- Enhanced onboarding UX with pre-approvals and notifications