Revolutionizing the Employee Onboarding and Offboarding Process

With over 9 billion notes created by 225 million people around the world, in over 25+ languages every day, Evernote's products have become the default place for individuals and teams who want to remember everything, turn ideas into action, and work better together.

30% reduction in employee onboarding and offboarding time	Improved overall user experience with decreased login fatigue	Significant IT ticket reduction due to role management feature

CHALLENGE

Between 2008 and 2017, the small but mighty IT team at Evernote managed their internal users via a homegrown, on-premise solution built by their own engineers. It worked well enough for a while, but once the SaaS boom hit, Evernote realized the importance of moving the company as a whole completely to the cloud, including their user directory. They needed a single unified access management system (UAM) that was secure, with a user-friendly interface, little to no internal IT support required, and one that understood the unique needs of a technology cloud company.

SOLUTION

Aside from the company-wide migration to the cloud that begged for them to have a cloud-based UAM solution, Evernote noticed that as they scaled, employee onboarding and offboarding, provisioning and deprovisioning, user management, and mapping became more and more time consuming for the team. This pushed them to prioritize the search for a robust unified access management solution that could handle the entire identity and lifecycle management of users with minimal IT management. Shams Mansoor, IT Manager at Evernote, recalls when they decided to make the decision to use OneLogin, "From the beginning, we knew it was a partnership with OneLogin; the customer success team was amazing and super responsive from day one. The implementation team was incredibly thorough and walked us through every single tab on the admin portal - it's such a complex system but somehow so simple to navigate as a user and an admin."

RESULTS

OneLogin has centralized all corporate-approved applications for all Evernote employees. It has reduced login fatigue for every user, increased usage and adoption of applications, and has made fine-grain provisioning easier and more scalable for IT management. Before OneLogin, the IT team at Evernote had little knowledge of their users' application access at any given time. As Mansoor looks to the future, he thinks about how far they have come, "We have come such a long way, we now have a highly organized, streamlined and efficient process for identity and access management. I can confidently say that since implementing OneLogin, we have experienced a 30% reduction in employee onboarding and offboarding time. I can't imagine going back to the old way."

INDUSTRY
Technology/Software

USERS
<1000 users

INTEGRATIONS
Apps: Google Suite, Zoom, Evernote Business, WorkDay, Zendesk, Salesforce

"Here at Evernote, our workforce, workplace, and technologies are constantly evolving to keep up with the demand of our 225 million users. We believe that with OneLogin's Unified Access Management platform, we will continue to succeed for years to come through simple and secure access."

Shams Mansoor
IT MANAGER AT EVERNOTE

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