

Appalachian State University Replaces 20 Years of Banner Scripts with Bravura Security



CASE STUDY

Phased, Governed, Automated

CHALLENGE The university's identity logic lived inside Banner and twenty years of custom scripts, and it could no longer keep pace with growth.

SOLUTION App State assessed its whole IAM program with Moran Technology Consulting, selected Bravura Security through a formal RFP, and rolled out in phases timed to academic breaks.

OUTCOME One platform now manages 81,361 accounts, 38,634 of them active, across Banner, LDAP, Active Directory, Google, and DUO. It ran 1.4 million automated operations in a year, and 97% of password changes need no help desk.

Appalachian State University (App State) serves more than 20,000 students from a campus in the mountains of North Carolina. For two decades, capable staff built the identity processes the university needed, one script at a time. Those scripts became the system. When enrollment grew and SaaS adoption accelerated, the university faced a question many institutions know well: how to replace identity logic woven into its core enterprise resource planning (ERP) system without disrupting a single semester.

CHALLENGE

Most of App State's provisioning and deprovisioning logic lived in custom Banner tables. Each ERP change touched identity, and each staff departure took institutional knowledge with it.

"Their core identity policy decisions, the provisioning and deprovisioning capabilities, were really nested deeply within their Banner environment," says

Scott Weyandt, PhD, VP of Digital Identity and Security at Moran Technology Consulting. "That became more and more complex, more and more difficult to operate."

The process gaps were as real as the technical ones. Academic Affairs and Human Resources each onboarded employees their own way. Hundreds of generic and non-human accounts had accumulated with no clear owner. Faculty often held two or three positions, and static access rules could not keep up with nine-month contracts, affiliates, visiting staff, and student workers.

Matt McNaney, IT Manager for IAM at Appalachian State University, describes the legacy stack as a Jenga tower. "To try to add more features onto something to make it work, you're actually pulling out from the foundation of it, and it makes it more likely to fail."

Leadership change added risk. The first IAM manager left three months into

APPSTATE

APPALACHIAN STATE UNIVERSITY

INDUSTRY

Higher Education

REGION

North America

PRODUCTS

Bravura Identity, Bravura Pass

PARTNER

Moran Technology Consulting

Phase 1, and a new CIO arrived mid-program. The plan had to survive both.

SOLUTION

App State did not start with a tool. It started with an assessment. Moran Technology Consulting applied its IAM Assessment Framework, Reference Architecture, and Decision Matrix across governance, staffing, process, and technology. The result was a multi-year roadmap that doubled as the business case, and it carried the investment through when a new CIO arrived.



1.4M

Automated operations in 12 months

262,974

Policy violations remediated automatically

81,361

Accounts governed

97%

Password changes with no help desk call

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The assessment also funded structure. The university stood up a dedicated IAM unit, an identity governance and administration (IGA) committee, and a data governance committee, and named data stewards in each area. Academic Affairs and HR built one shared onboarding intake, the CISO's office took oversight of generic accounts, and a first purge of inactive accounts finished before any connector went live.

With requirements prioritized, App State selected Bravura Security through a formal RFP. "They weren't looking for the greatest tool that ever occurred," Weyandt says. "They were looking at the greatest tool that met their needs at App State."

Bravura Security deployed Bravura Identity and Bravura Pass as SaaS, pre-configured with the Bravura Higher Education Pattern and branded to the university. Phase 1 went live December 20, 2024, with nightly onboarding and offboarding, birthright provisioning to LDAP, Active Directory, and Google, affiliation-based roles with validity windows, and non-human account ownership. A four-stage student model creates a Google account at application, email-only access at admission, and full access at enrollment, so hundreds of daily admits stage automatically.

Phase 2 followed on June 23, 2025: a unified password change platform across Active Directory, LDAP, Oracle, and Google, plus a first-time login flow with DUO MFA and security questions. Users gained self-service reset with email codes and one-time passcodes, the help desk gained assisted reset tools, and deactivation now revokes SSO and Google tokens.

"Bravura put me in contact directly with their engineers," says Matt McNaney, IT Manager for IAM. "I've worked with many vendors and there was always a go-between. A lot of where we are has to do with the communication and openness with your team."

Timing mattered too. "You need to implement in a time and place in which students aren't readily accessing, and faculty and staff aren't trying to get online," McNaney says. "Make sure that you're in the valley of activity."

OUTCOME

One system now manages a user's entire access. This fall alone, App State onboarded 1,577 faculty, 2,369 staff, and 20,548 students through the platform. Routine changes run nightly, urgent status changes apply within an hour, and a deactivated user loses SSO and Google sessions almost immediately.

Phase 2 moved password work out of the help desk. Since June 2025, users have made 41,739 password changes, and only 3% needed support, a share McNaney says keeps falling. "For a vast majority of people, they got in the system, new UI or not, and they were able to get their way to changing their passwords across all the systems."

The scale is easy to miss. App State's population holds 81,361 accounts, 38,634 active and 42,727 inactive, including 20,548 active students, 9,699 prospective students, and 7,902 student accounts in a transition or grace period. Against that, Bravura Identity manages 335 roles, 6,423 Active Directory groups, and 37 Google group memberships, and keeps passwords in sync across Active Directory, LDAP, Google, and Oracle.

From October 2025 to October 2026, Bravura Identity completed about 1.4 million automated lifecycle operations: 816,243 attribute updates, 129,605 accounts created, 153,109 group additions, 61,404 organizational unit moves, and 56,397 account enables or disables. It also remediated 262,974 enforcement violations on its own.

Each of those operations once meant a script someone had to maintain or a request someone had to work by hand. Now they run without a ticket.

"The technology angle of this cannot be divorced from the interactions with the people who depend upon the system."

Matt McNaney, IT Manager for IAM · Appalachian State University

Help desk calls at the start of fall term doubled, from 503 to 1,081, as the campus met the new login, then fell as most access problems are now diagnosed inside Bravura Identity rather than routed to the LDAP, Active Directory, or Google owners.

Some wins were unplanned. Banner carries a privacy flag that Bravura Identity now writes to Google, so flagged individuals no longer appear in the campus address list, extended to applicants, admitted students, and non-human accounts. Automated service account password governance cut exposure from unmanaged credentials, role-based assignments simplified audits, and Splunk logs show auditors who had access and when.

Phase 3 is underway: access request and approval workflows, certification cycles, and program analytics. App State treats identity as a program, not a project, and keeps delivering.

Identity logic buried in your student information system?

App State replaced twenty years of custom scripts without disrupting a semester: 1.4 million identity operations automated in a year, and 97% of password changes with no help desk call. Book a Higher Ed IAM Strategy Session with Bravura Security.

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